Based on Survey of Patients' Hospital Experiences (HCAHPS)

	Provider Number	Hospital Name	Address 1
070006		STAMFORD HOSPITAL	SHELBURNE RD & WEST BROAD ST
070010		BRIDGEPORT HOSPITAL	267 GRANT STREET
070005		WATERBURY HOSPITAL	64 ROBBINS ST
070016		SAINT MARYS HOSPITAL	56 FRANKLIN ST
070028		ST VINCENT'S MEDICAL CENTER	2800 MAIN ST
070039		MASONIC HOME AND HOSPITAL	22 MASONIC AVE
070022		YALE-NEW HAVEN HOSPITAL	20 YORK ST
070017		MIDSTATE MEDICAL CENTER	435 LEWIS AVE
070031		GRIFFIN HOSPITAL	130 DIVISION ST
070001		HOSPITAL OF ST RAPHAEL	1450 CHAPEL ST
070033		DANBURY HOSPITAL	24 HOSPITAL AVE
070034		NORWALK HOSPITAL ASSOCIATION	24 STEVENS STREET
070018		GREENWICH HOSPITAL ASSOCIATION	5 PERRYRIDGE RD
070019		MILFORD HOSPITAL, INC	300 SEASIDE AVENUE
201311		DOWN EAST COMMUNITY HOSPITAL	11 HOSPITAL DRIVE
200001		ST JOSEPH HOSPITAL	360 BROADWAY
200019		SOUTHERN MAINE MEDICAL CENTER	1 MEDICAL CENTER DRIVE

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Address 2	Address 3	City	State
		STAMFORD	СТ
		BRIDGEPORT	CT
		WATERBURY	СТ
		WATERBURY	СТ
		BRIDGEPORT	СТ
		WALLINGFORD	СТ
		NEW HAVEN	CT
		MERIDEN	CT
		DERBY	CT
		NEW HAVEN	CT
		DANBURY	CT
		NORWALK	CT
		GREENWICH	СТ
		MILFORD	CT
		MACHIAS	ME
		BANGOR	ME
		BIDDEFORD	ME

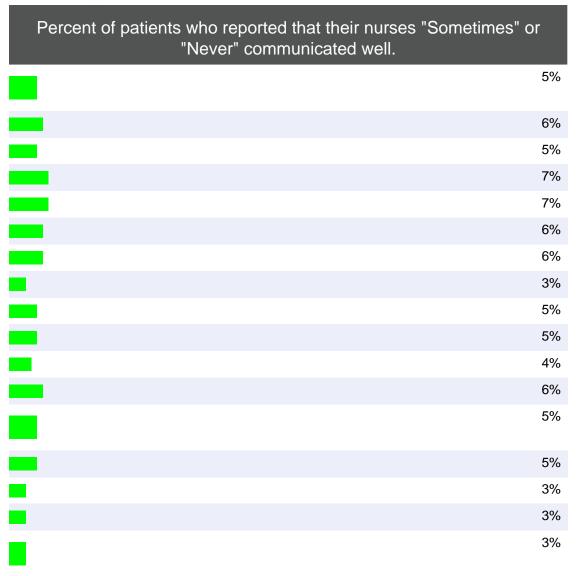
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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ZIP Code	e County Name	Phone Number	
06904	FAIRFIELD	2032761000	
06610	FAIRFIELD	2033843000	
06721	NEW HAVEN	2035736000	
06706	NEW HAVEN	2035746000	
06606	FAIRFIELD	2035765551	
06492	NEW HAVEN	2036795900	
06504	NEW HAVEN	2036884242	
06450	NEW HAVEN	2036948200	
06418	NEW HAVEN	2037327500	
06511	NEW HAVEN	2037893000	
06810	FAIRFIELD	2037977000	
06856	FAIRFIELD	2038522000	
06830	FAIRFIELD	2038633000	
06460	NEW HAVEN	2038764000	
04654	WASHINGTON	2072553356	
04401	PENOBSCOT	2072621000	
04005	YORK	2072837000	

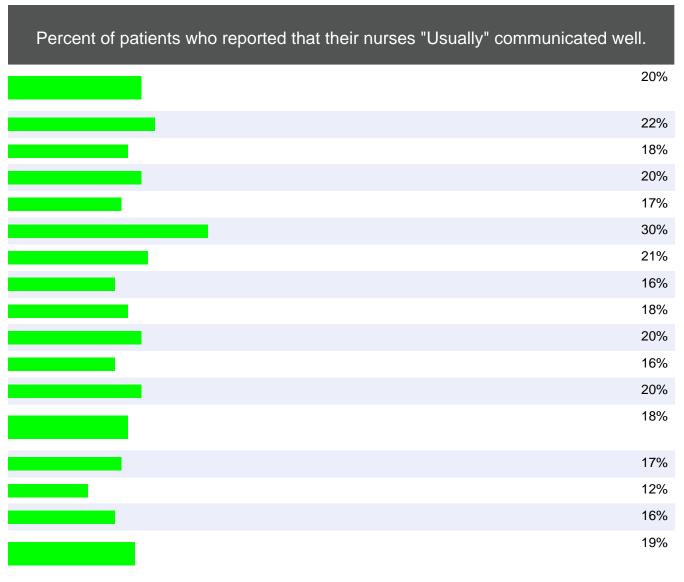
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



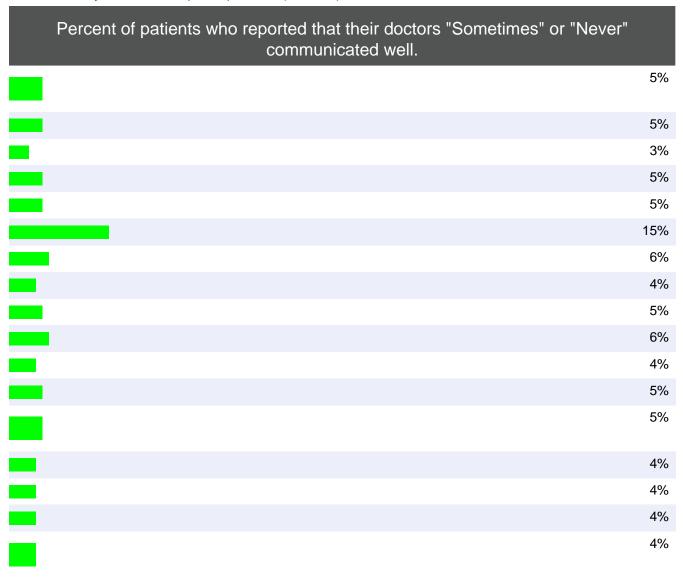
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



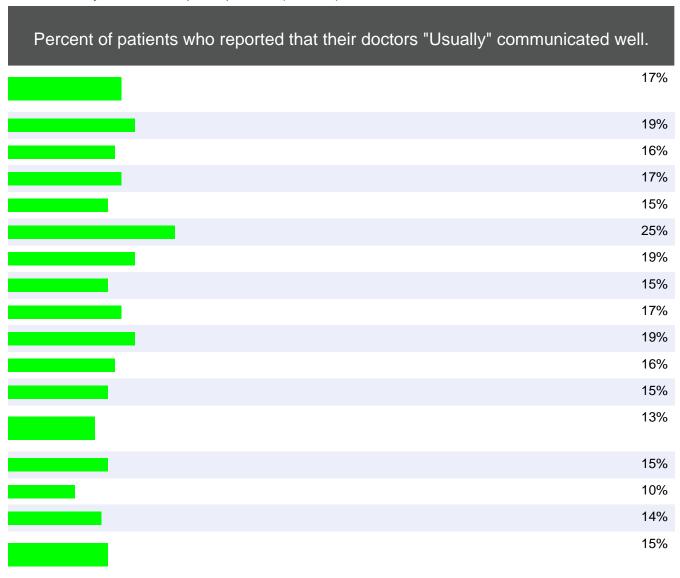
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



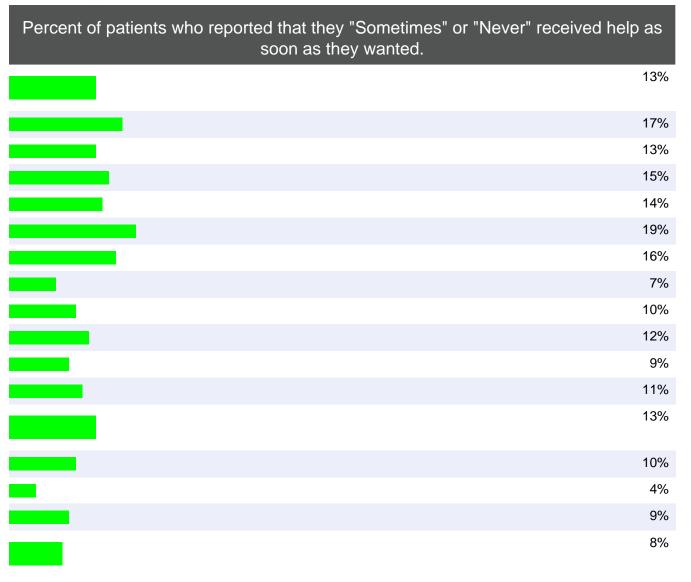
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



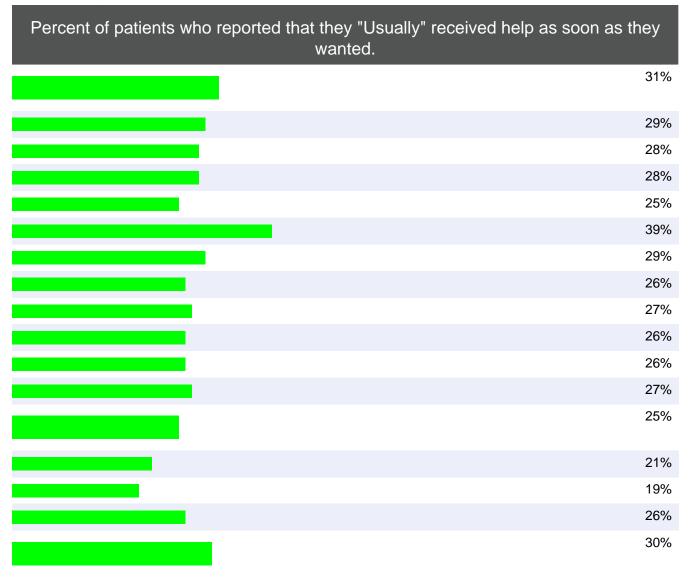
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



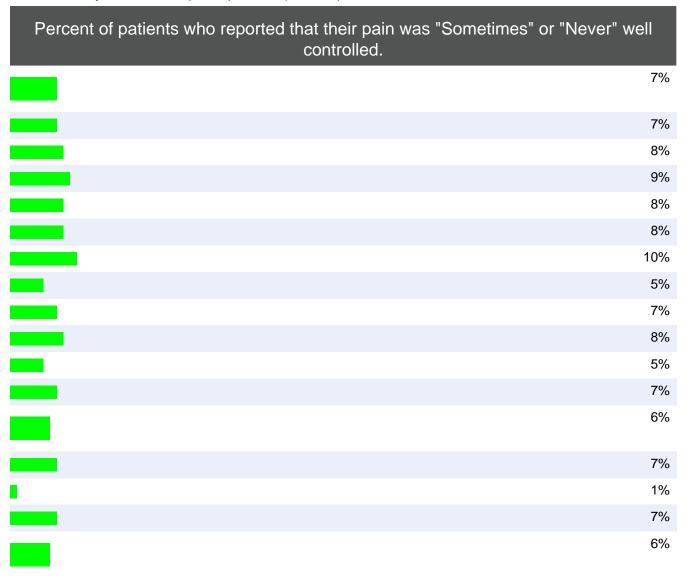
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



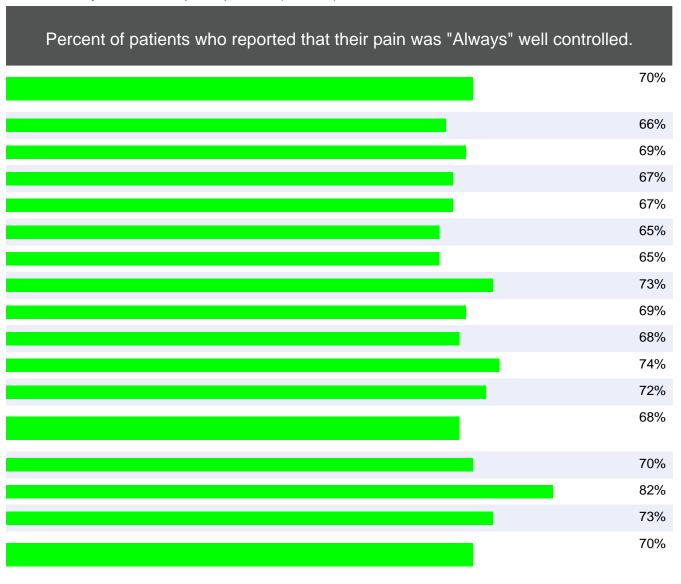
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



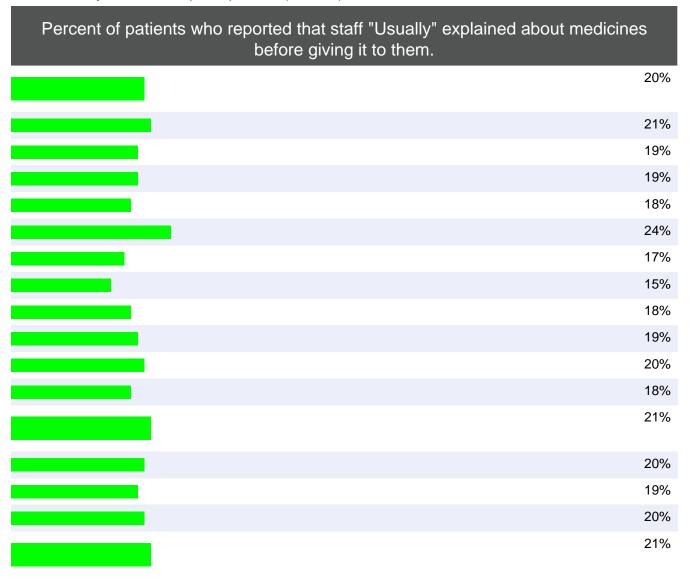
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



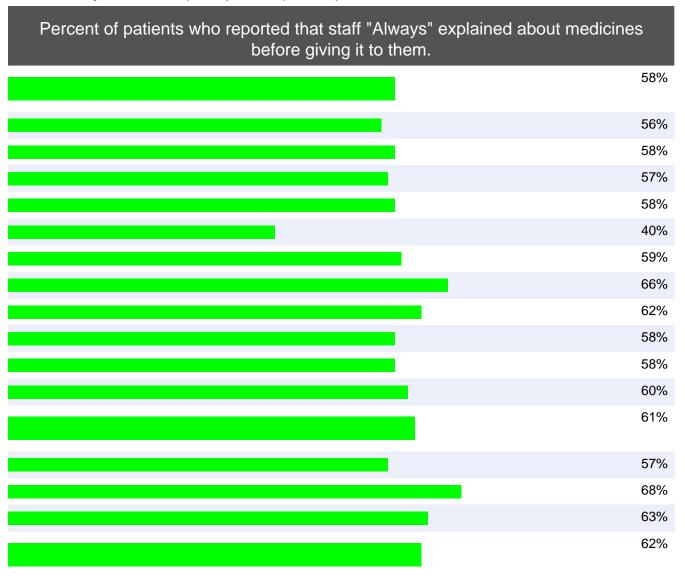
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



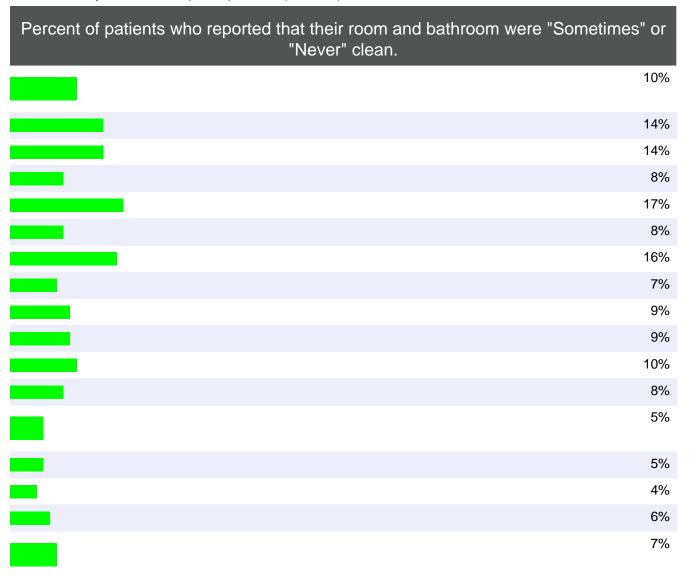
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



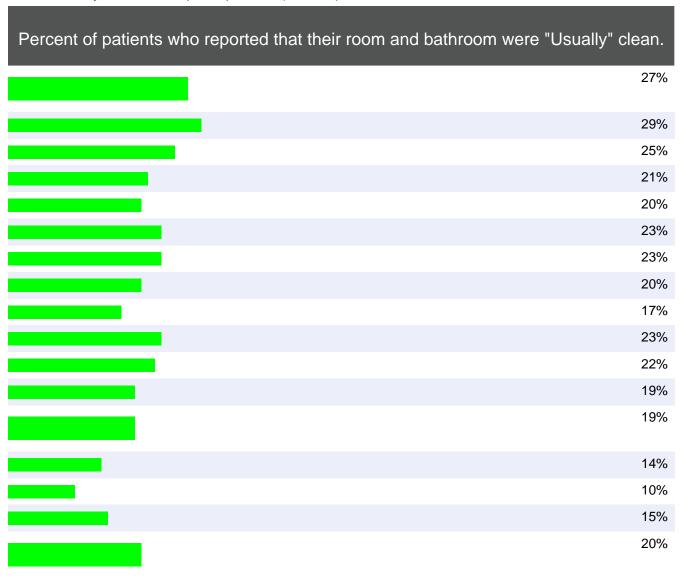
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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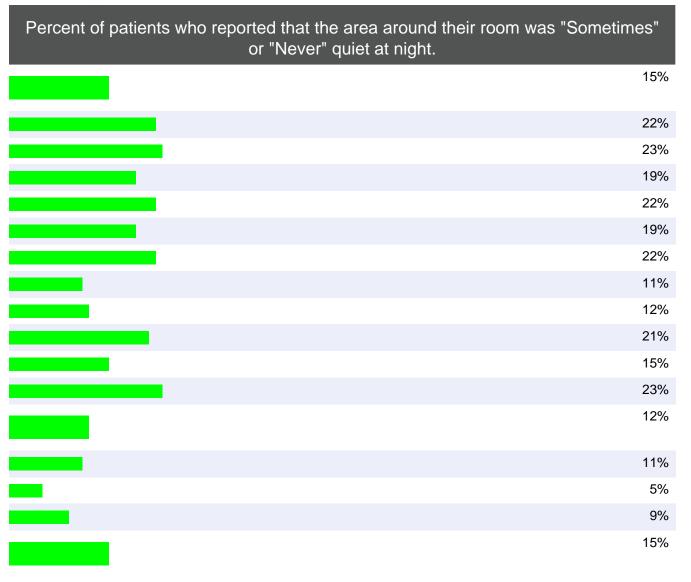
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



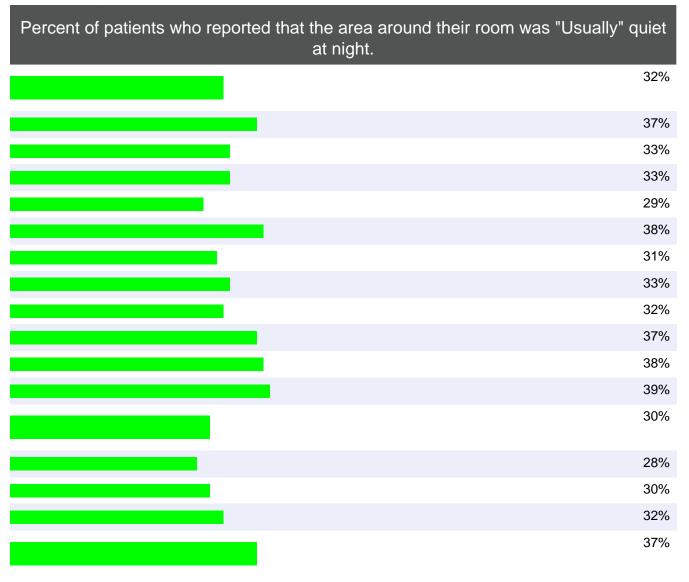
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



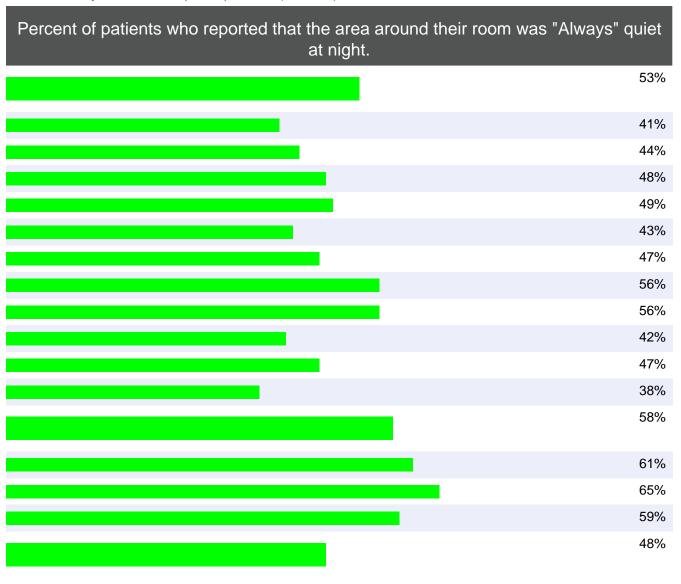
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



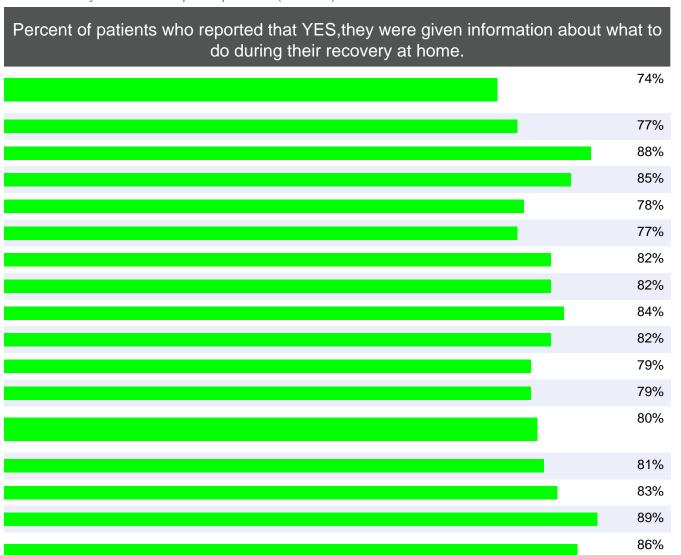
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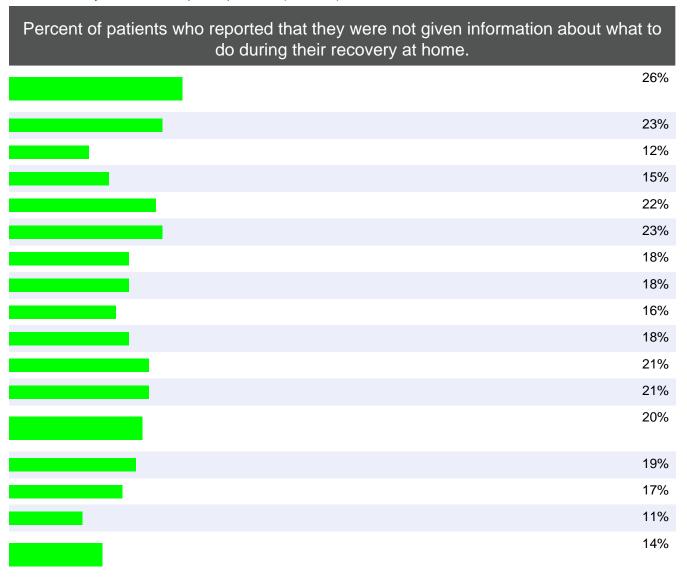
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



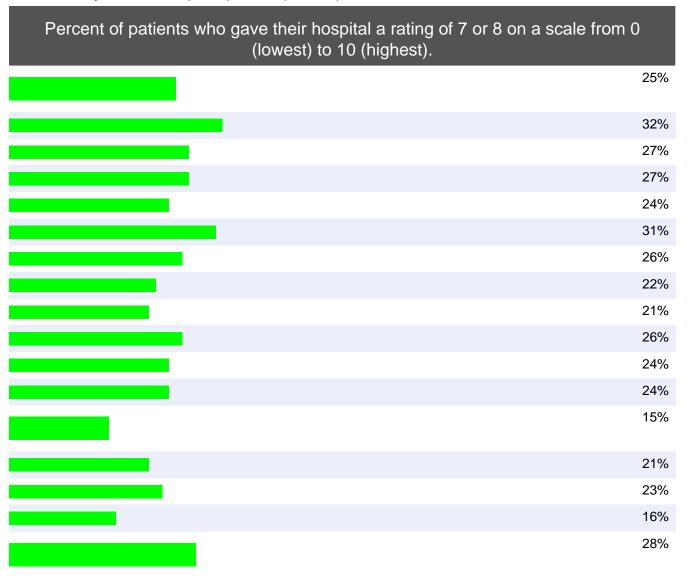
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest). 10% 12% 9% 10% 9% 12% 10% 7% 8% 9% 6% 9% 6% 8% 6% 4% 6%

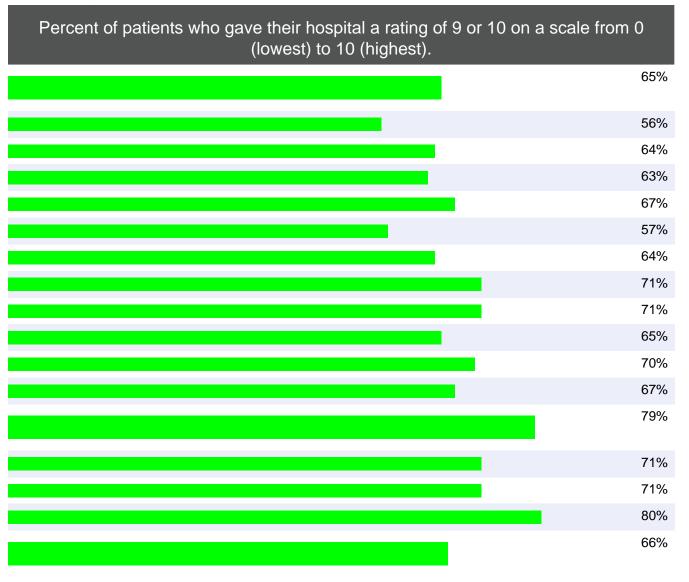
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



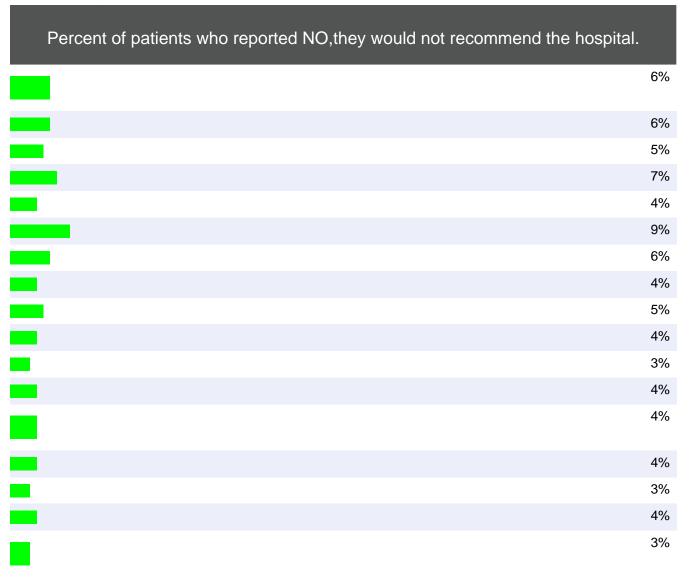
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients Hospital Experiences (HCARPS)		
	Number of Completed Surveys	
300 or more		
Between 100 and	299	
300 or more		
Between 100 and	299	
300 or more		
300 or more		

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Survey Response Rate Percent	Hospital Footnote	
	30%	
	30%	
	27%	
	29%	
	28%	
	24%	
	29%	
	32%	
	26%	
	32%	
	34%	
	30%	
	39%	
	33%	
	39%	
	35%	
	31%	

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on early of rationts risophal Exponences (ris/tin e)		
201304	MOUNT DESERT ISLAND HOSPITAL	10 WAYMAN LANE, PO BOX 8
200040	HENRIETTA D GOODALL HOSPITAL	25 JUNE ST
201312	WALDO COUNTY GENERAL HOSPITAL	118 NORTHPORT AVE
200020	YORK HOSPITAL	15 HOSPITAL DR
201306	RUMFORD HOSPITAL	420 FRANKLIN STREET
200025	PARKVIEW ADVENTIST MEDICAL CENTER	329 MAIN ST
201300	BLUE HILL MEMORIAL HOSPITAL	57 WATER STREET
201305	CALAIS REGIONAL HOSPITAL	24 HOSPITAL LANE
201314	REDINGTON FAIRVIEW GENERAL HOSPITAL	46 FAIRVIEW AVE PO BOX 468
201313	SEBASTICOOK VALLEY HOSPITAL	447 NORTH MAIN STREET
200031	CARY MEDICAL CENTER	163 VAN BUREN RD, SUITE 1
201308	HOULTON REGIONAL HOSPITAL	20 HARTFORD STREET
200002	MILES MEMORIAL HOSPITAL	35 MILES STREET
201309	MAYO REGIONAL HOSPITAL	897 WEST MAIN STREET
200063	PENOBSCOT BAY MEDICAL CENTER	6 GLEN COVE DRIVE
201302	ST ANDREWS HOSPITAL	2ST ANDREWS LANE PO BOX 417
201310	BRIDGTON HOSPITAL	10 HOSPITAL DRIVE

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients' Hospital Experiences (HCAHPS)		
	BAR HARBOR	ME
	SANFORD	ME
	BELFAST	ME
	YORK	ME
	RUMFORD	ME
	BRUNSWICK	ME
	BLUE HILL	ME
	CALAIS	ME
	SKOWHEGAN	ME
	PITTSFIELD	ME
	CARIBOU	ME
	HOULTON	ME
	DAMARISCOTTA	ME
	DOVER FOXCROFT	ME
	ROCKPORT	ME
	BOOTHBAY HARBOR	ME
	BRIDGTON	ME

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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04609	HANCOCK	2072885081
04073	YORK	2073244310
04915	WALDO	2073382500
03909	YORK	2073634321
04276	OXFORD	2073644561
04011	CUMBERLAND	2073732000
04614	HANCOCK	2073742836
04619	WASHINGTON	2074547521
04976	SOMERSET	2074745121
04967	SOMERSET	2074875141
04736	AROOSTOOK	2074983111
04730	AROOSTOOK	2075322900
04543	LINCOLN	2075631234
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04856	KNOX	2075968000
04538	LINCOLN	2076332121
04009	CUMBERLAND	2076476000

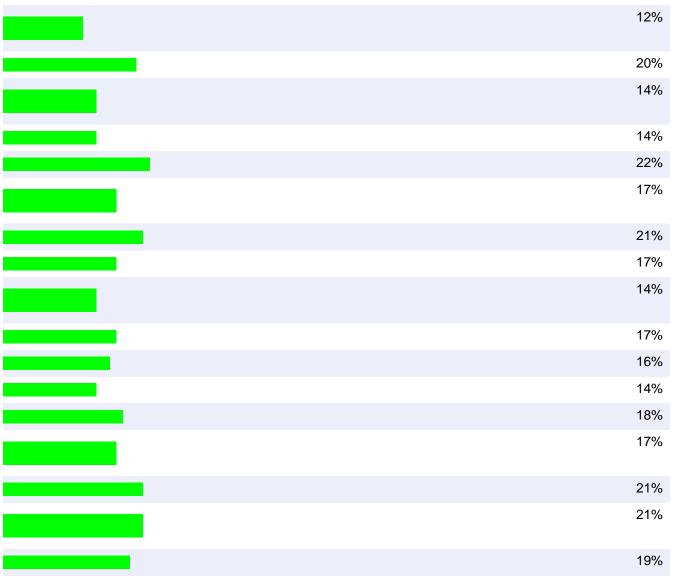
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

(```	
	2%
	7%
	2%
	2%
	3%
	3%
	4%
	3%
	3%
	6%
	3%
	3%
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	4%
	3%
	4%
	2%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



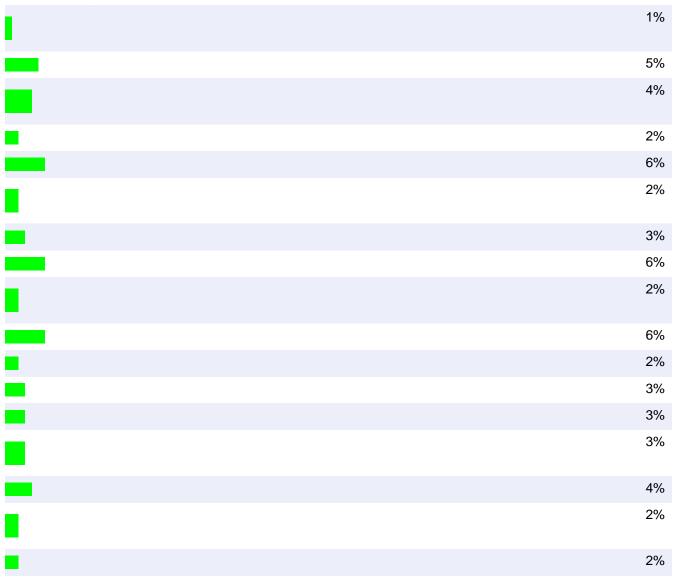
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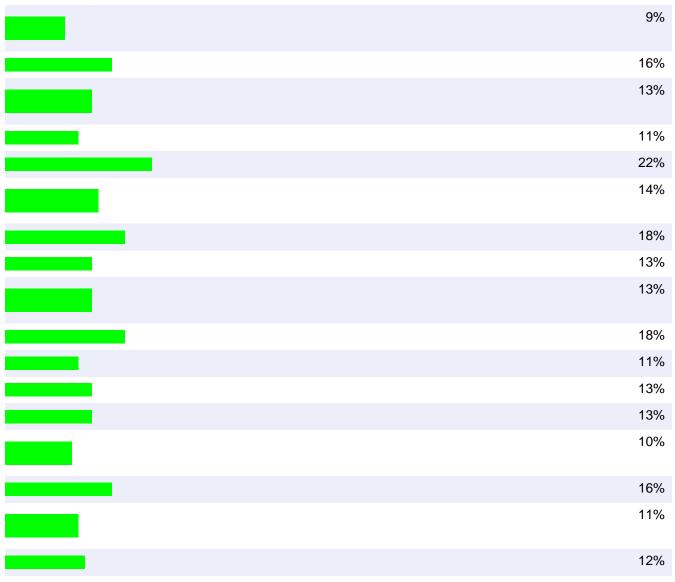
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



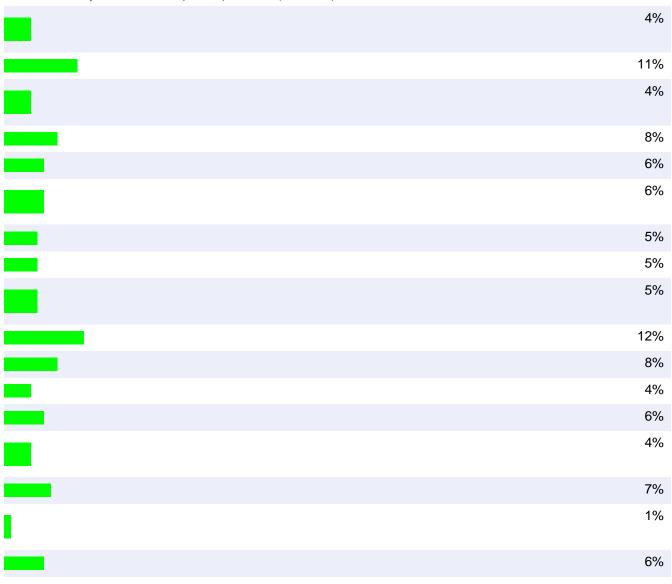
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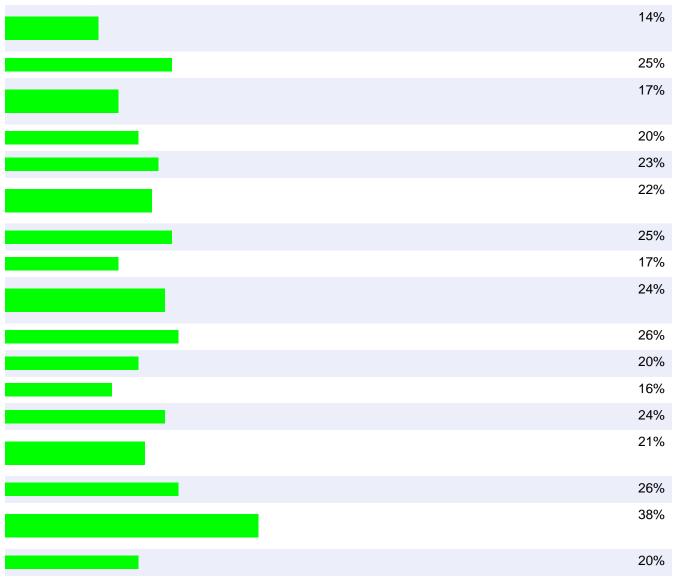
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



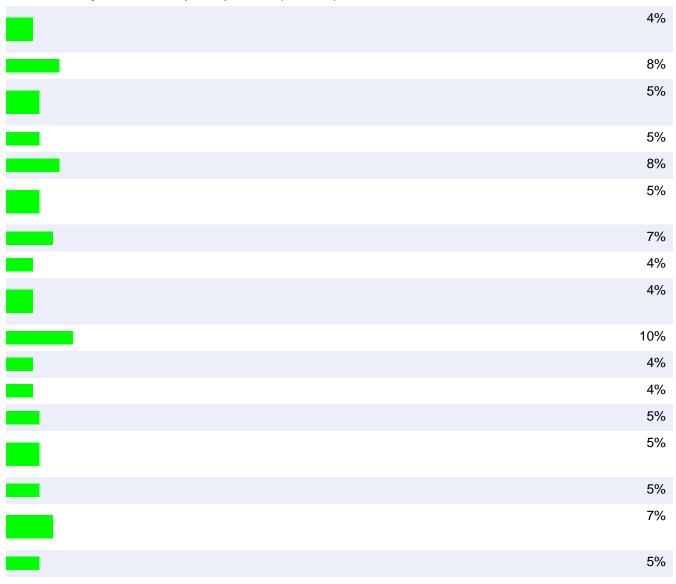
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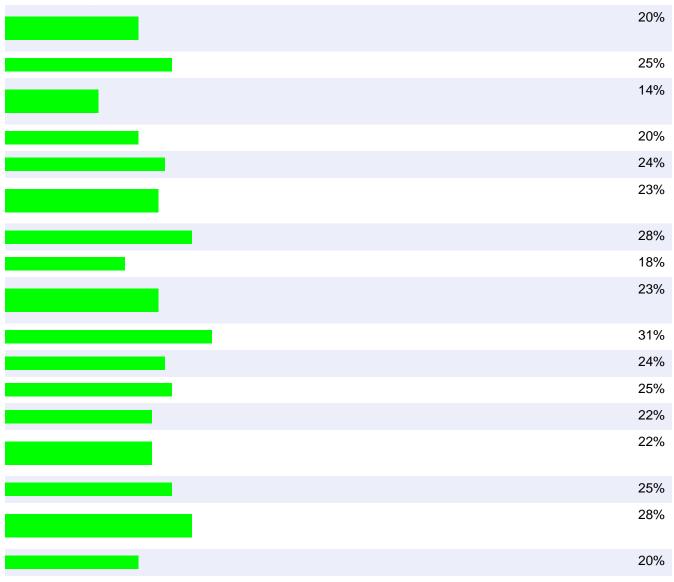
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



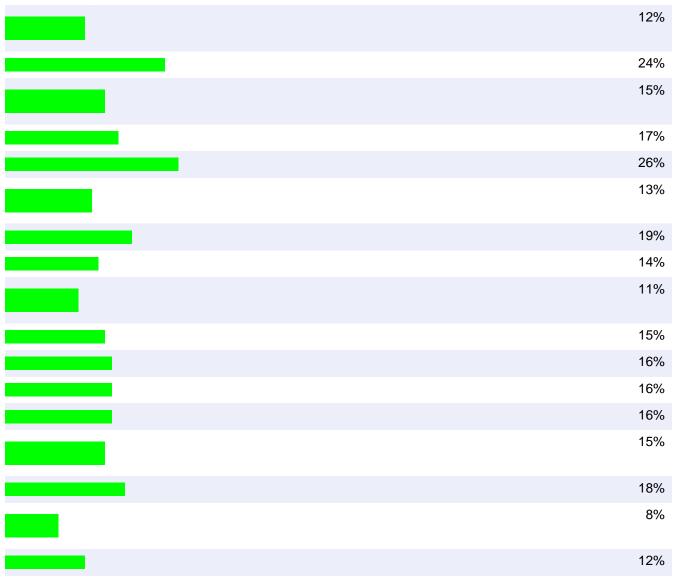
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

16%
15%
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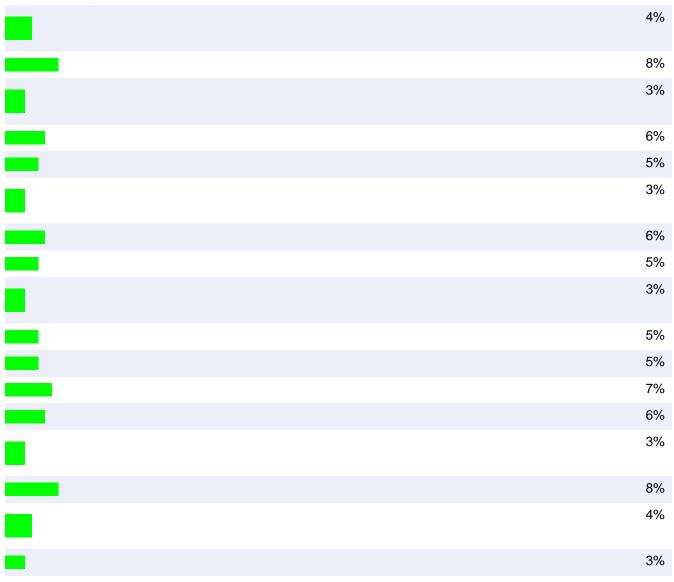
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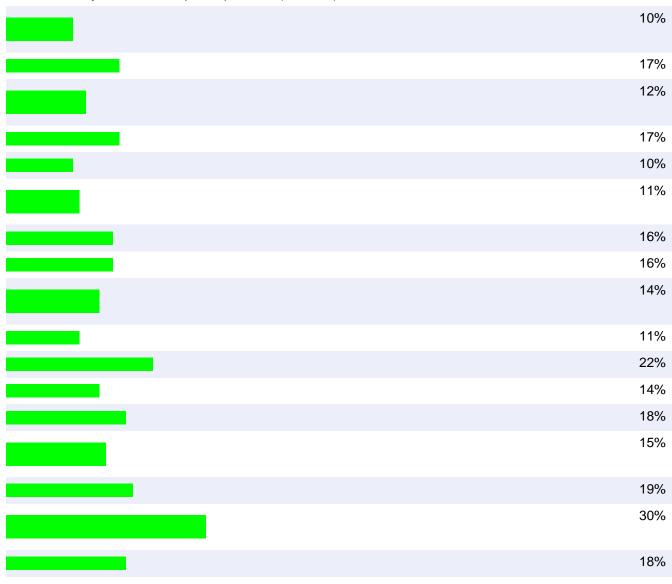
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



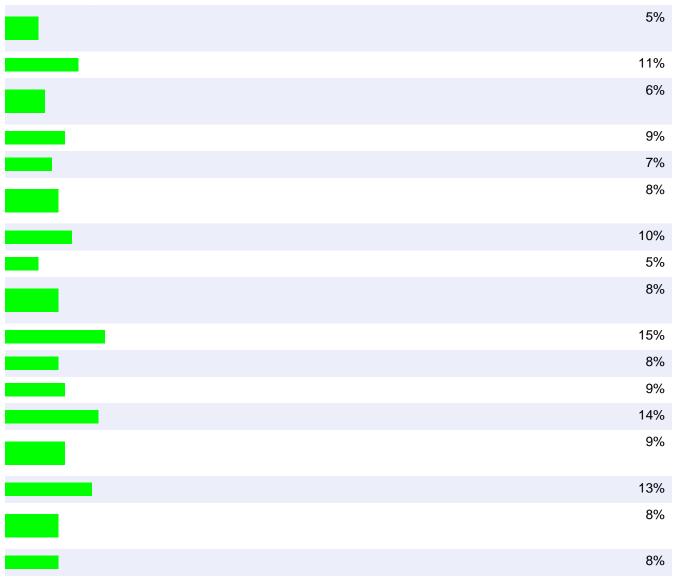
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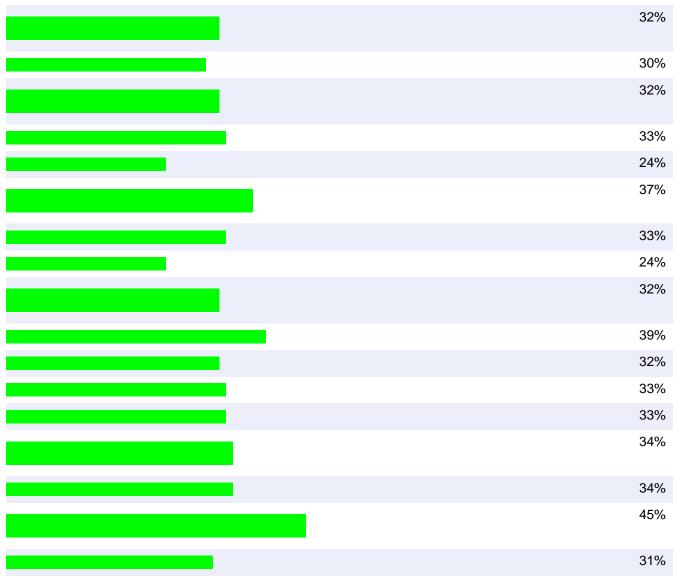
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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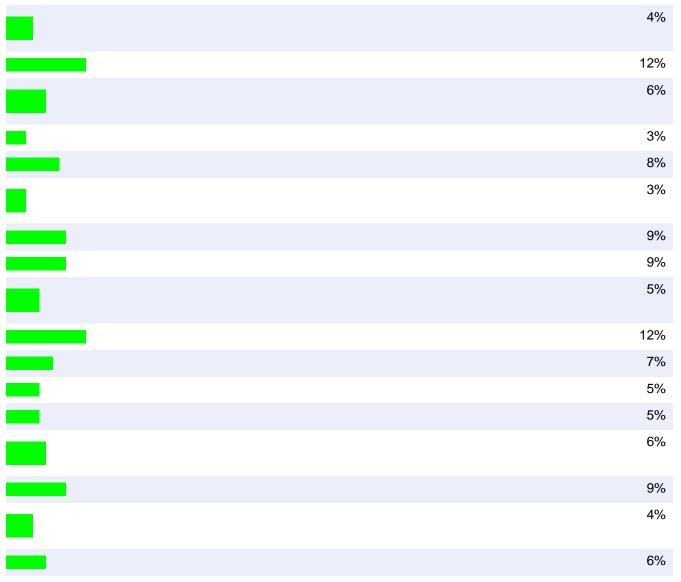
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Dated on Carvey of Fatiente Floophar Experiences (Floran C)	
	10%
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	9%
	10%

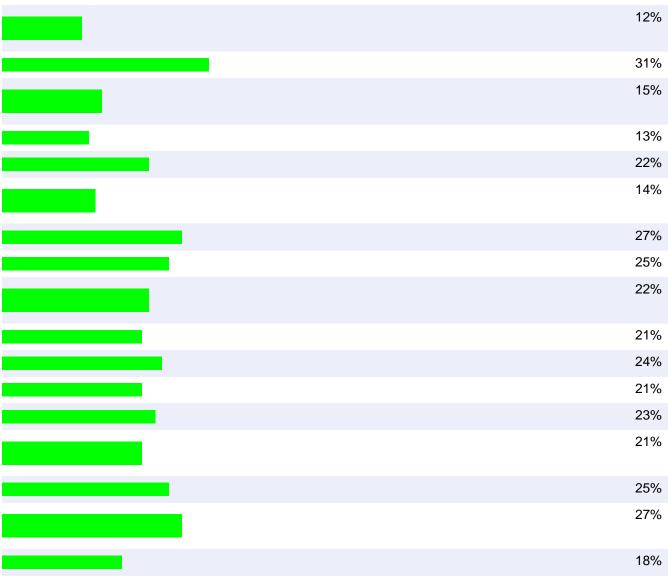
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



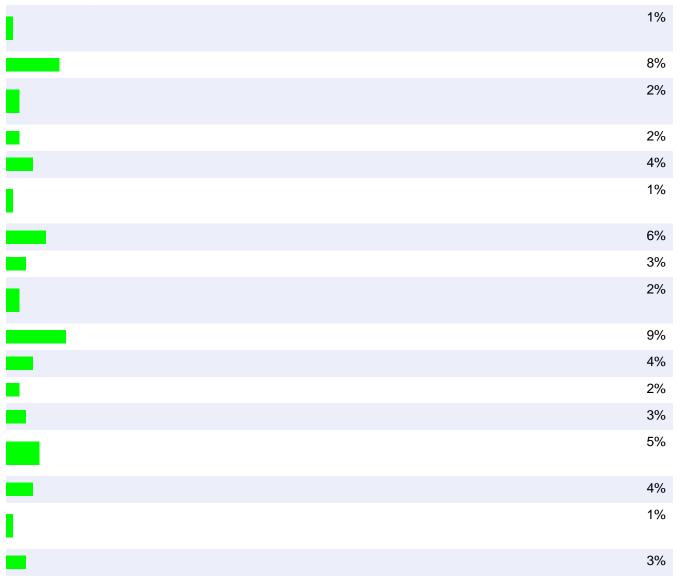
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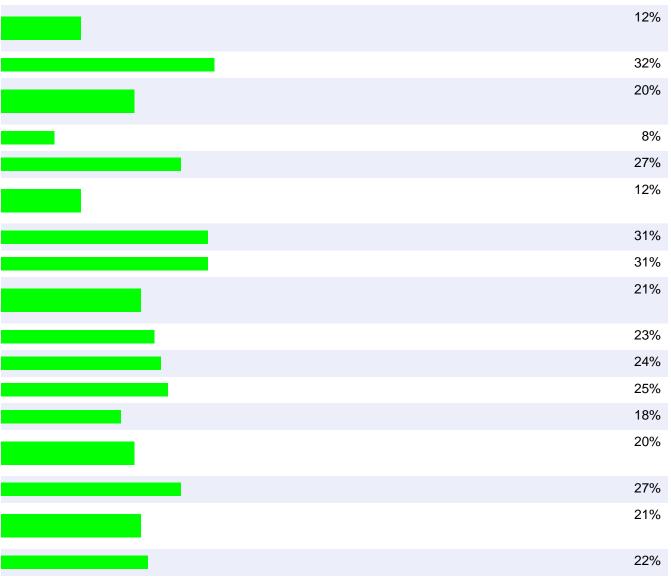
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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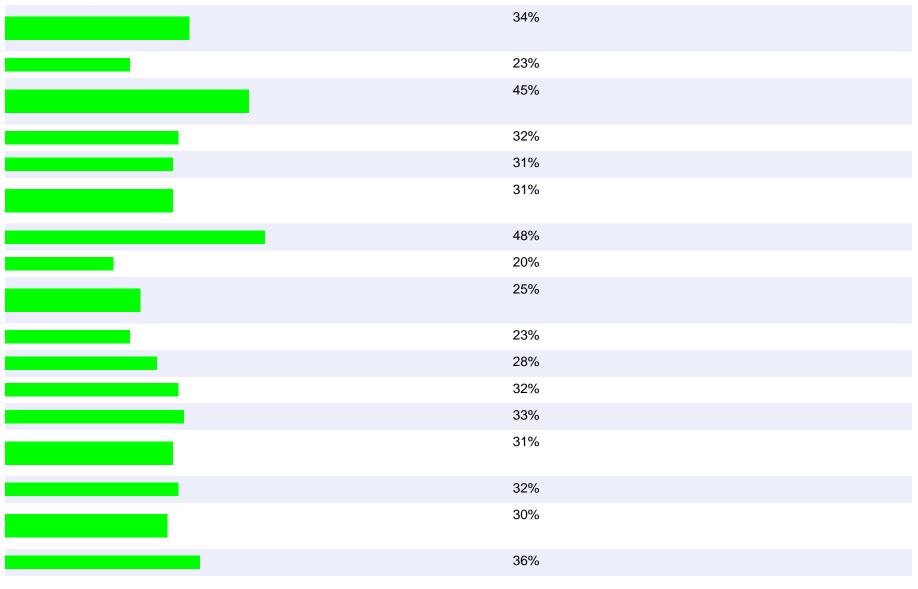
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more Between 100 and 299  300 or more Between 100 and 299  300 or more  Between 100 and 299 Between 100 and 299  300 or more  Between 100 and 299  300 or more  300 or more  300 or more Between 100 and 299  300 or more  Fewer than 100  300 or more	Between 100 and 299
300 or more Between 100 and 299 300 or more  Between 100 and 299 Between 100 and 299 300 or more  Between 100 and 299 300 or more 300 or more 300 or more Between 100 and 299 300 or more Fewer than 100	300 or more
Between 100 and 299  Between 100 and 299  Between 100 and 299  300 or more  Between 100 and 299  300 or more  300 or more  300 or more  Between 100 and 299  300 or more  Fewer than 100	Between 100 and 299
300 or more  Between 100 and 299  Between 100 and 299  300 or more  Between 100 and 299  300 or more  300 or more  Between 100 and 299  300 or more  Fewer than 100	300 or more
Between 100 and 299 Between 100 and 299 300 or more  Between 100 and 299 300 or more 300 or more Between 100 and 299  300 or more Fewer than 100	Between 100 and 299
Between 100 and 299 300 or more  Between 100 and 299 300 or more 300 or more 300 or more Between 100 and 299  300 or more Fewer than 100	300 or more
300 or more  Between 100 and 299 300 or more 300 or more 300 or more Between 100 and 299  300 or more Fewer than 100	Between 100 and 299
Between 100 and 299 300 or more 300 or more Between 100 and 299 300 or more Fewer than 100	Between 100 and 299
300 or more 300 or more 300 or more Between 100 and 299  300 or more Fewer than 100	300 or more
300 or more 300 or more Between 100 and 299  300 or more Fewer than 100	Between 100 and 299
300 or more Between 100 and 299  300 or more Fewer than 100	300 or more
Between 100 and 299  300 or more Fewer than 100	300 or more
300 or more Fewer than 100	300 or more
Fewer than 100	Between 100 and 299
	300 or more
300 or more	Fewer than 100
	300 or more

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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200009	MAINE MEDICAL CENTER	22 BRAMHALL ST
200050	MAINE COAST MEMORIAL HOSPITAL	50 UNION ST
201301	CHARLES A DEAN MEMORIAL HOSPITAL	PRITHAM AVENUE PO BOX 1129
201307	MILLINOCKET REGIONAL HOSPITAL	200 SOMERSET STREET
200021	MID COAST HOSPITAL	123 MEDICAL CENTER DRIVE
200032	STEPHENS MEMORIAL HOSPITAL	181 MAIN STREET
200018	AROOSTOOK MEDICAL CENTER,THE	140 ACADEMY ST - PO BOX 151
200034	ST MARYS REGIONAL MEDICAL CENTER	CAMPUS AVENUE - PO BOX 291
200037	FRANKLIN MEMORIAL HOSPITAL	111 FRANKLIN HEALTH COMMONS
201303	PENOBSCOT VALLEY HOSPITAL	7 TRANSALPINE ROAD, PO BOX 368
200024	CENTRAL MAINE MEDICAL CENTER	300 MAIN ST
200052	NORTHERN MAINE MEDICAL CENTER	194 E MAIN ST
200041	INLAND HOSPITAL	200 KENNEDY MEMORIAL DRIVE
200039	MAINE GENERAL MEDICAL CENTER	6 E CHESTNUT ST
200008	MERCY HOSPITAL	144 STATE ST
200033	EASTERN MAINE MEDICAL CENTER	489 STATE ST, PO BOX 404

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

PORTLAND	ME
ELLSWORTH	ME
GREENVILLE	ME
MILLINOCKET	ME
BRUNSWICK	ME
NORWAY	ME
PRESQUE ISLE	ME
LEWISTON	ME
FARMINGTON	ME
LINCOLN	ME
LEWISTON	ME
FORT KENT	ME
WATERVILLE	ME
AUGUSTA	ME
PORTLAND	ME
BANGOR	ME

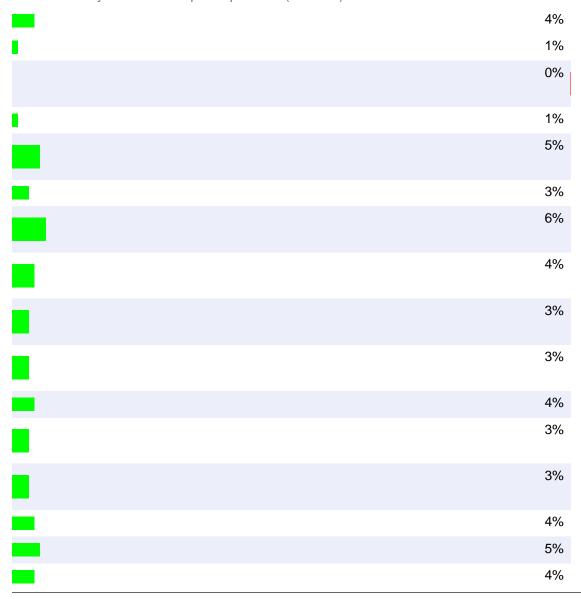
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

04102	CUMBERLAND	2076620111
04605	HANCOCK	2076675311
04441	PISCATAQUIS	2076955200
04462	PENOBSCOT	2077235161
04011	CUMBERLAND	2077290181
04268	OXFORD	2077435933
04769	AROOSTOOK	2077684000
04240	ANDROSCOGGIN	2077778100
04938	FRANKLIN	2077786031
04457	PENOBSCOT	2077943321
04240	ANDROSCOGGIN	2077950111
04743	AROOSTOOK	2078343195
04901	KENNEBEC	2078613000
04330	KENNEBEC	2078721000
04101	CUMBERLAND	2078793000
04401	PENOBSCOT	2079737000

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

21%
14%
8%
12%
20%
20%
19%
17%
18%
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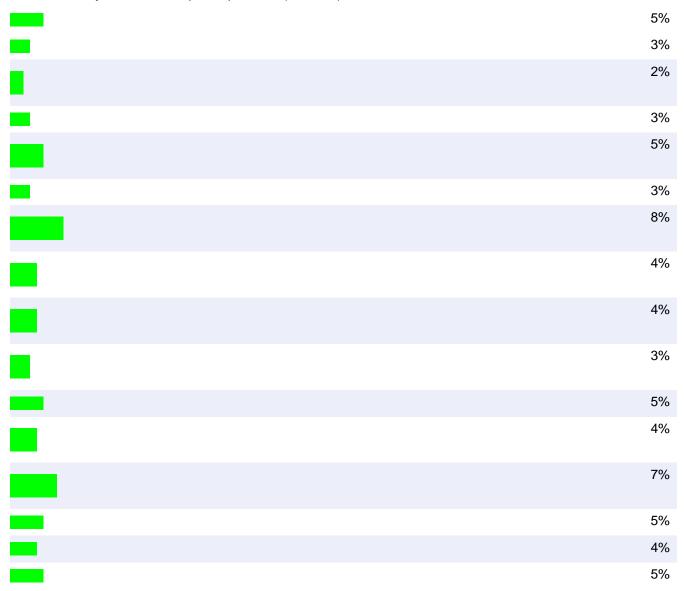
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



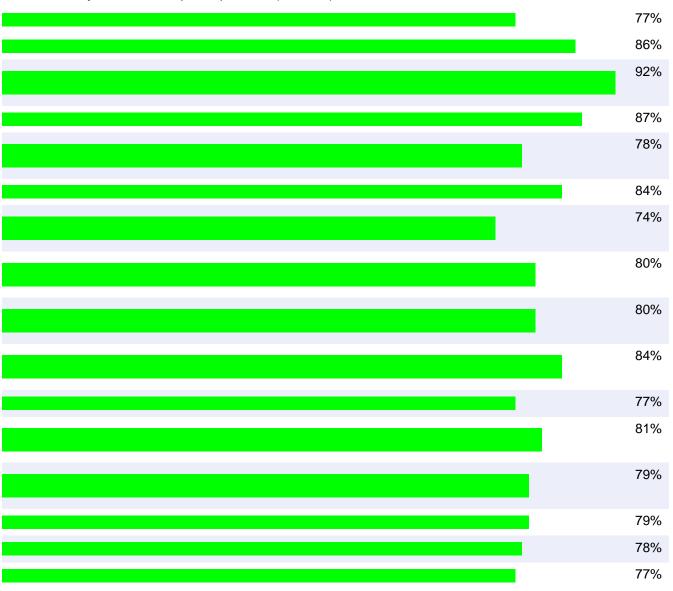
Page 75 of 374 07/26/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

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	18%
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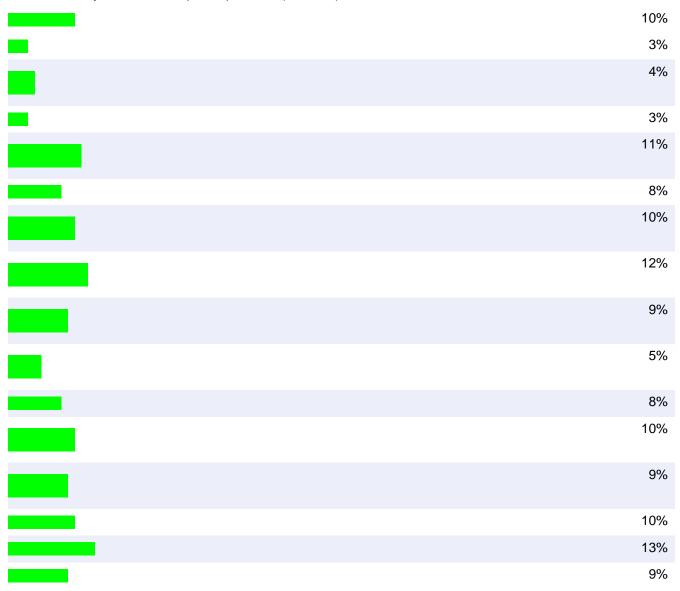
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



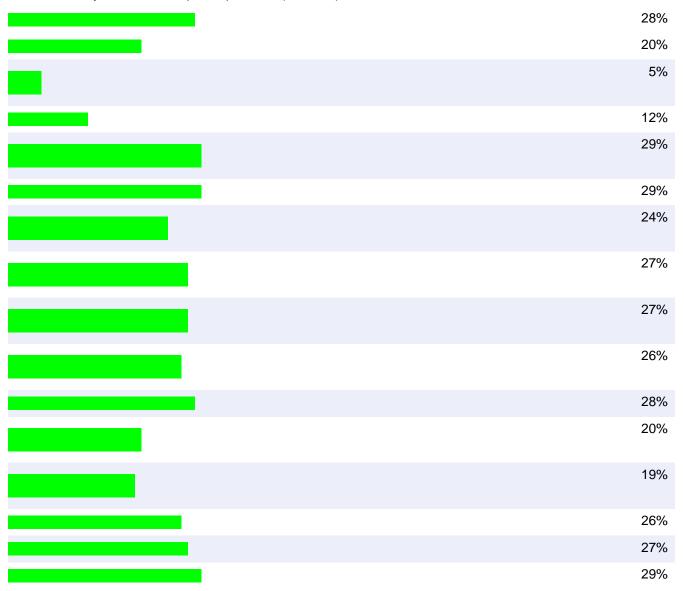
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



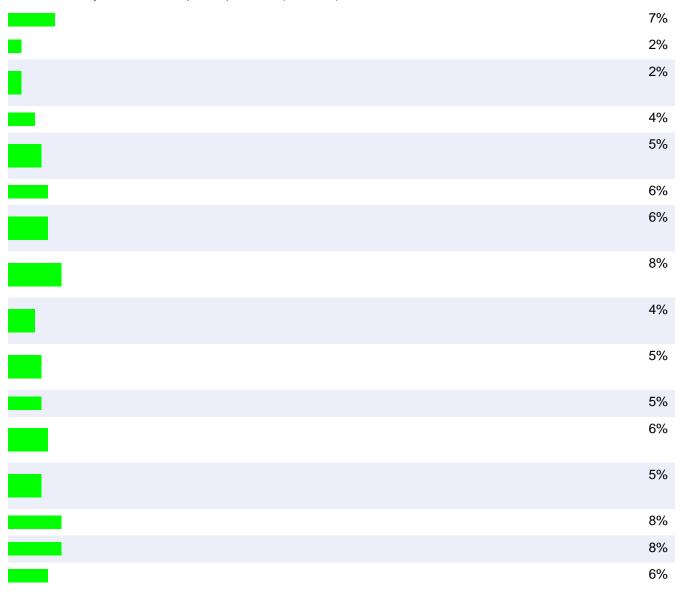
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



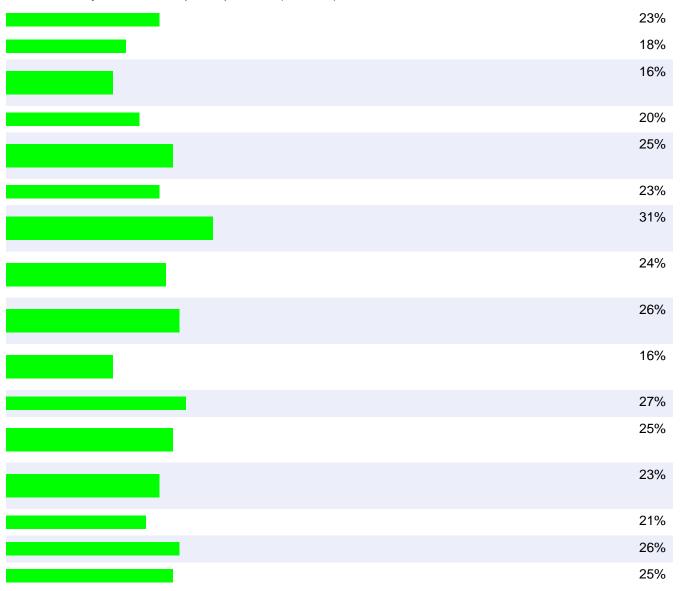
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



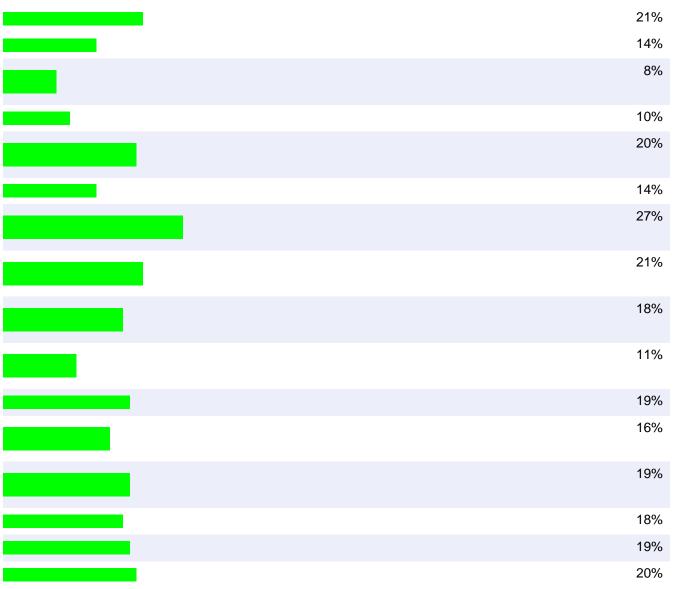
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



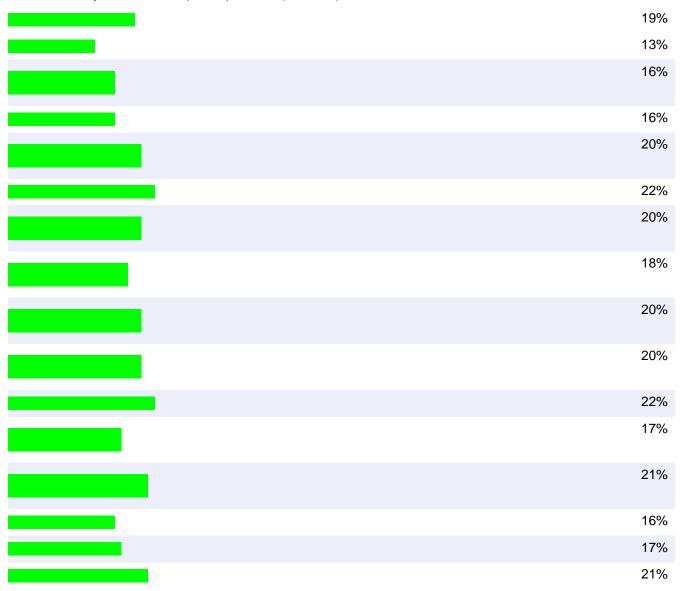
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



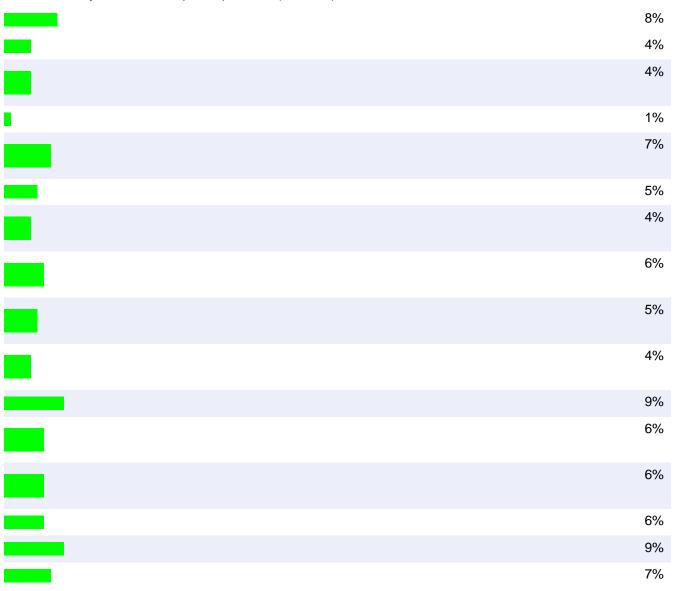
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



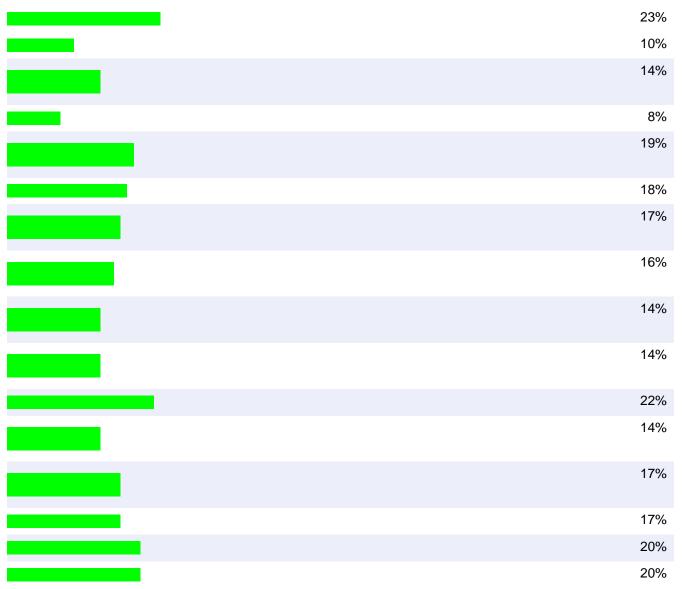
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



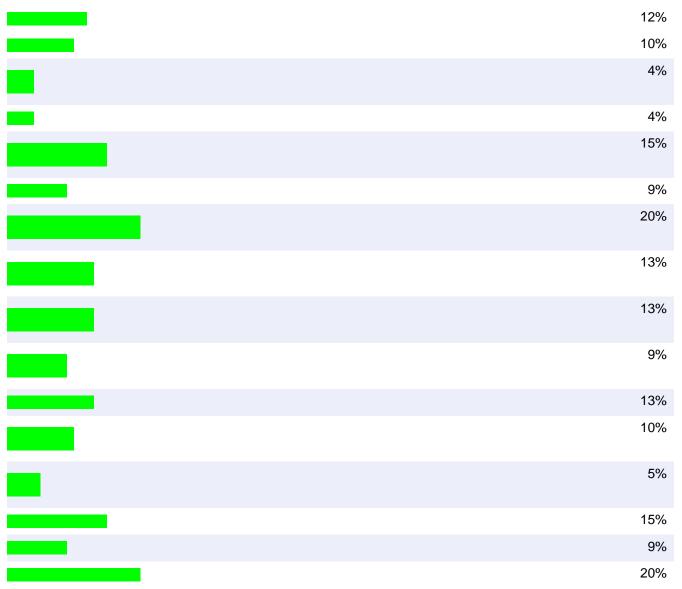
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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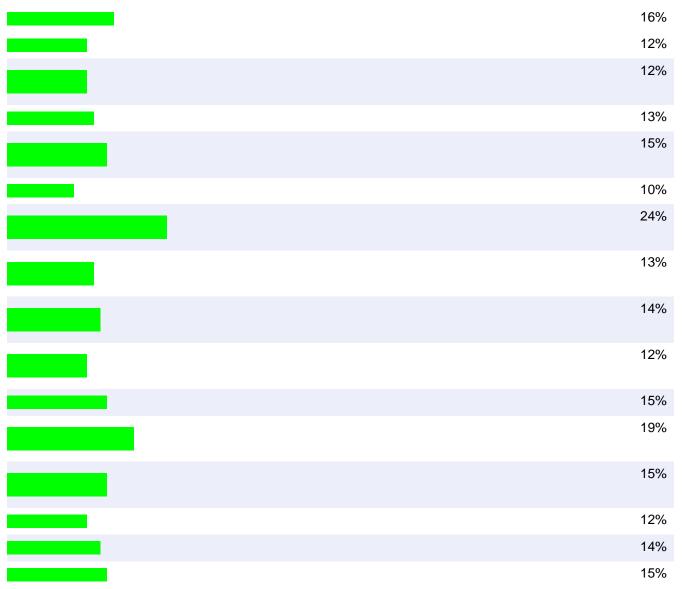
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



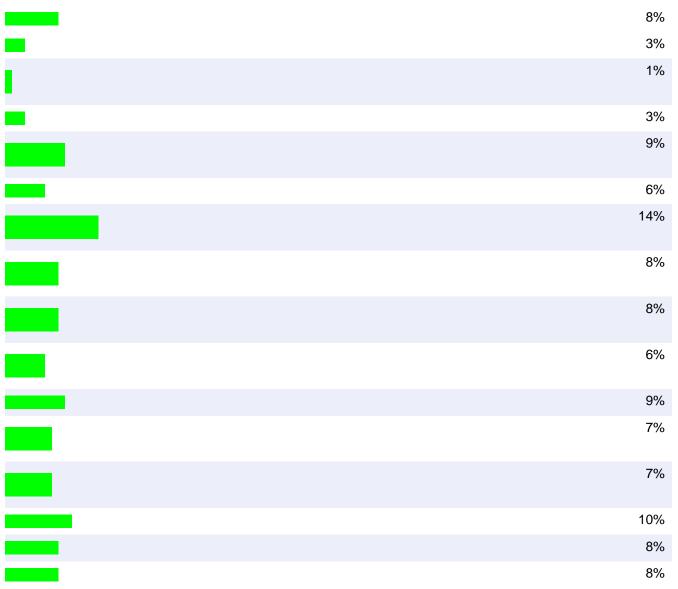
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



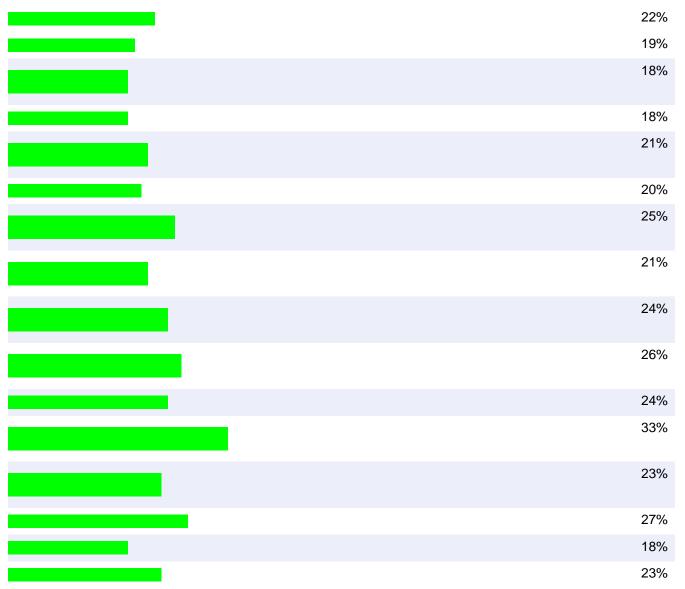
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



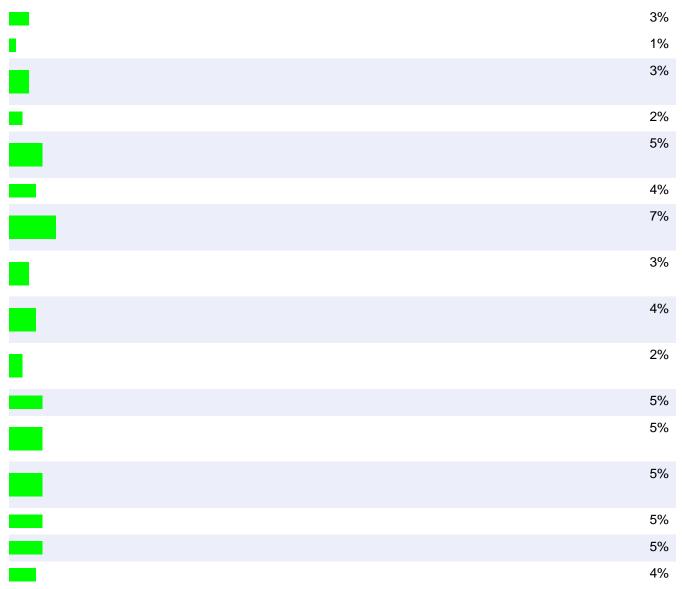
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS) 300 or more

300 or more Fewer than 100

Between 100 and 299

300 or more

Between 100 and 299

300 or more

Between 100 and 299

Between 100 and 299

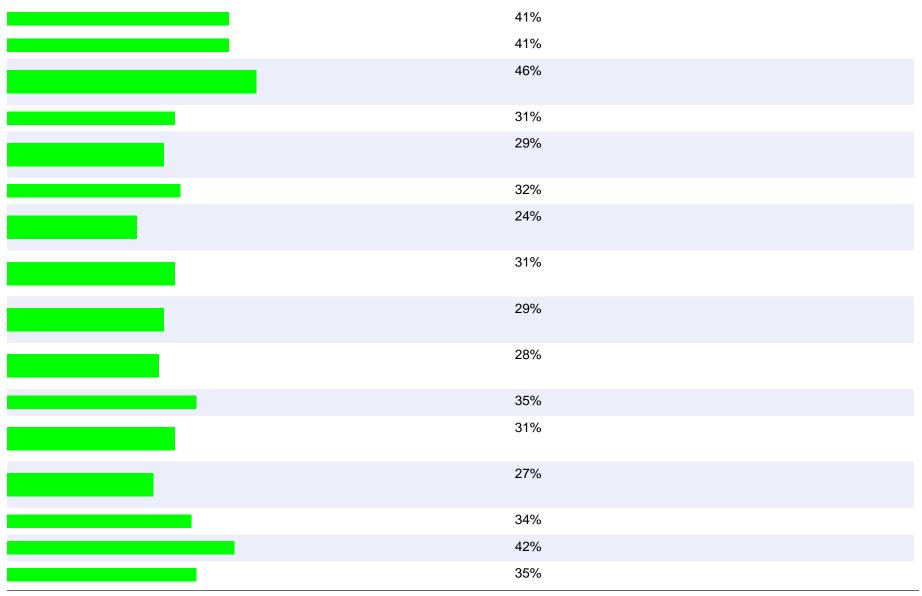
300 or more

300 or more

300 or more

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

410010 WOMEN AND INFANTS HOSPITAL OF RHODE ISLAND 410007 RHODE ISLAND HOSPITAL 593 EDDY STREET 410004 ROGER WILLIAMS MEDICAL CENTER 825 CHALKSTONE AVENUE 410005 ST JOSEPH HEALTH SERVICES OF RI 410013 WESTERLY HOSPITAL 25 WELLS STREET 410001 MEMORIAL HOSPITAL OF RHODE ISLAND 410009 KENT COUNTY MEMORIAL 455 TOLL GATE RD 410011 LANDMARK MEDICAL CENTER, INC 115 CASS AVE 410008 SOUTH COUNTY HOSPITAL 100 KENYON AVE 410012 MIRIAM HOSPITAL 164 SUMMIT AVENUE 410006 NEWPORT HOSPITAL FRIEDDSHIP STREET 420030 WING MEMORIAL HOSPITAL AND MEDICAL CENTER INC 725 NORTH STREET 421002 FAIRVIEW HOSPITAL 29 LEWIS AVENUE 420024 HOLYOKE MEDICAL CENTER 575 BEECH STREET 420065 NOBLE HOSPITAL 115 WEST SILVER STREET 420015 COOLEY DICKINSON HOSPITAL 30 LOCUST STREET	based on ourvey of rationis riospital Experiences (rio/till o)		
410004 ROGER WILLIAMS MEDICAL CENTER 825 CHALKSTONE AVENUE 410005 ST JOSEPH HEALTH SERVICES OF RI 410013 WESTERLY HOSPITAL 25 WELLS STREET 410001 MEMORIAL HOSPITAL OF RHODE 111 BREWSTER STREET ISLAND 410009 KENT COUNTY MEMORIAL HOSPITAL 455 TOLL GATE RD HOSPITAL 410011 LANDMARK MEDICAL CENTER, INC 115 CASS AVE 410008 SOUTH COUNTY HOSPITAL 100 KENYON AVE 410012 MIRIAM HOSPITAL 164 SUMMIT AVENUE 410006 NEWPORT HOSPITAL FRIENDSHIP STREET 420030 WING MEMORIAL HOSPITAL AND MEDICAL CENTER 220046 BERKSHIRE MEDICAL CENTER INC 725 NORTH STREET 221302 FAIRVIEW HOSPITAL 29 LEWIS AVENUE  220024 HOLYOKE MEDICAL CENTER 575 BEECH STREET 220065 NOBLE HOSPITAL 115 WEST SILVER STREET 220015	410010		101 DUDLEY STREET
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RI	410004	ROGER WILLIAMS MEDICAL CENTER	825 CHALKSTONE AVENUE
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410008 SOUTH COUNTY HOSPITAL INC 100 KENYON AVE 410012 MIRIAM HOSPITAL 164 SUMMIT AVENUE 410006 NEWPORT HOSPITAL FRIENDSHIP STREET 220030 WING MEMORIAL HOSPITAL AND MEDICAL CENTER 220046 BERKSHIRE MEDICAL CENTER INC 725 NORTH STREET 221302 FAIRVIEW HOSPITAL 29 LEWIS AVENUE 220024 HOLYOKE MEDICAL CENTER 575 BEECH STREET 220065 NOBLE HOSPITAL 115 WEST SILVER STREET 220015	410009		455 TOLL GATE RD
MIRIAM HOSPITAL  410006  NEWPORT HOSPITAL  FRIENDSHIP STREET  WING MEMORIAL HOSPITAL AND MEDICAL CENTER  E20046  BERKSHIRE MEDICAL CENTER INC  FAIRVIEW HOSPITAL  HOLYOKE MEDICAL CENTER  To be levis avenue  HOLYOKE MEDICAL CENTER  To be levis avenue  To be levis aven	410011	LANDMARK MEDICAL CENTER, INC	115 CASS AVE
410006 NEWPORT HOSPITAL FRIENDSHIP STREET  220030 WING MEMORIAL HOSPITAL AND MEDICAL CENTER  220046 BERKSHIRE MEDICAL CENTER INC 725 NORTH STREET  221302 FAIRVIEW HOSPITAL 29 LEWIS AVENUE  220024 HOLYOKE MEDICAL CENTER 575 BEECH STREET  220065 NOBLE HOSPITAL 115 WEST SILVER STREET  220015 COOLEY DICKINSON HOSPITAL 30 LOCUST STREET	410008	SOUTH COUNTY HOSPITAL INC	100 KENYON AVE
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MEDICAL CENTER  220046  BERKSHIRE MEDICAL CENTER INC 725 NORTH STREET  221302  FAIRVIEW HOSPITAL  29 LEWIS AVENUE  40004  HOLYOKE MEDICAL CENTER  575 BEECH STREET  NOBLE HOSPITAL  115 WEST SILVER STREET  COOLEY DICKINSON HOSPITAL  30 LOCUST STREET	410006	NEWPORT HOSPITAL	FRIENDSHIP STREET
221302 FAIRVIEW HOSPITAL 29 LEWIS AVENUE  220024 HOLYOKE MEDICAL CENTER 575 BEECH STREET  220065 NOBLE HOSPITAL 115 WEST SILVER STREET  220015 COOLEY DICKINSON HOSPITAL 30 LOCUST STREET	220030		40 WRIGHT STREET
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220065 NOBLE HOSPITAL 115 WEST SILVER STREET 220015 COOLEY DICKINSON HOSPITAL 30 LOCUST STREET	221302	FAIRVIEW HOSPITAL	29 LEWIS AVENUE
220015 COOLEY DICKINSON HOSPITAL 30 LOCUST STREET	220024	HOLYOKE MEDICAL CENTER	575 BEECH STREET
	220065	NOBLE HOSPITAL	115 WEST SILVER STREET
	220015		30 LOCUST STREET

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based of Survey of Patients Trospital Experiences (TICATTES)		
	PROVIDENCE	RI
	PROVIDENCE	RI
	PROVIDENCE	RI
	NORTH PROVIDENCE	RI
	WESTERLY	RI
	PAWTUCKET	RI
	WARWICK	RI
	WOONSOCKET	RI
	WAKEFIELD	RI
	PROVIDENCE	RI
	NEWPORT	RI
	PALMER	MA
	PITTSFIELD	MA
	GREAT BARRINGTON	MA
	HOLYOKE	MA
	WESTFIELD	MA
	NORTHAMPTON	MA

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based off Survey of Fatterits Trospital Ex		
02905	PROVIDENCE	4012741100
02902	PROVIDENCE	4014444000
02908	PROVIDENCE	4014562000
02904	PROVIDENCE	4014563000
02891	WASHINGTON	4015966000
02860	PROVIDENCE	4017292000
02886	KENT	4017377000
02895	PROVIDENCE	4017694100
02879	WASHINGTON	4017828000
02906	PROVIDENCE	4017932500
02840	NEWPORT	4018466400
01069	HAMPDEN	4132837651
01201	BERKSHIRE	4134472000
01230	BERKSHIRE	4135280790
01040	HAMPDEN	4135342500
01085	HAMPDEN	4135682811
01060	HAMPSHIRE	4135822000

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

3%
6%
7%
9%
5%
6%
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9%
3%
4%
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6%
3%
2%
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4%
4%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based off Survey of Fatients Trospital Experiences (HOALIFS)	
	18%
	21%
	21%
	24%
	18%
	18%
	20%
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	17%
	15%
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	15%
	17%
	11%
	23%
	17%
	21%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based off Survey of Fatients Trospital Experiences (FICALIFS)	
	2%
	5%
	5%
	7%
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	6%
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	4%
	5%
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	4%
	5%
	3%
	5%
	5%
	4%

Page 109 of 374 07/26/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

based off Survey of Fatients Trospital Experiences (FIGALIFS)	
	14%
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



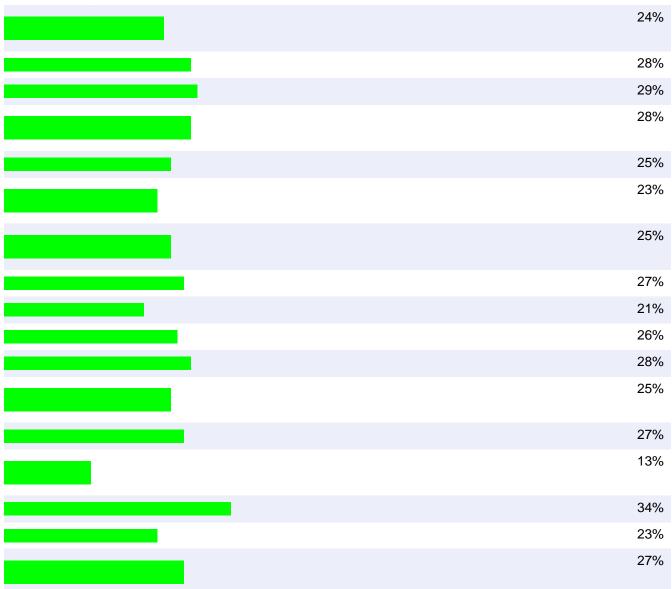
Page 111 of 374 07/26/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based off Survey of Fatterits Trospital Experiences (TICALIFS)	
	8%
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	22%
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	16%
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	12%
	10%
	9%
	9%
	3%
	11%
	6%
	10%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Page 114 of 374 07/26/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

based of Survey of Fatients Trospital Experiences (FICALIFS)	
	3%
	9%
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	11%
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	6%
	4%
	6%
	7%
	6%

Page 115 of 374 07/26/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based off Survey of Fatients Trospital Experiences (TOALIFS)	
	19%
	24%
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	21%
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	20%
	21%
	24%
	20%
	22%
	17%
	27%
	17%
	27%

Page 116 of 374 07/26/2011





Page 117 of 374 07/26/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based off Survey of Fatients Trospital Experiences (TOAITES)	
	18%
	25%
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	9%
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	18%
	19%

Page 118 of 374 07/26/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

based of Survey of Patients Thospital Experiences (TICATIPS)	
	20%
	20%
	19%
	22%
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	24%
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	22%

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Page 120 of 374 07/26/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

based off Survey of Fatients Trospital Experiences (TICALIFS)	
	7%
	8%
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Page 121 of 374 07/26/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based off Survey of Fatterits Trospital Experiences (TICALIFS)	
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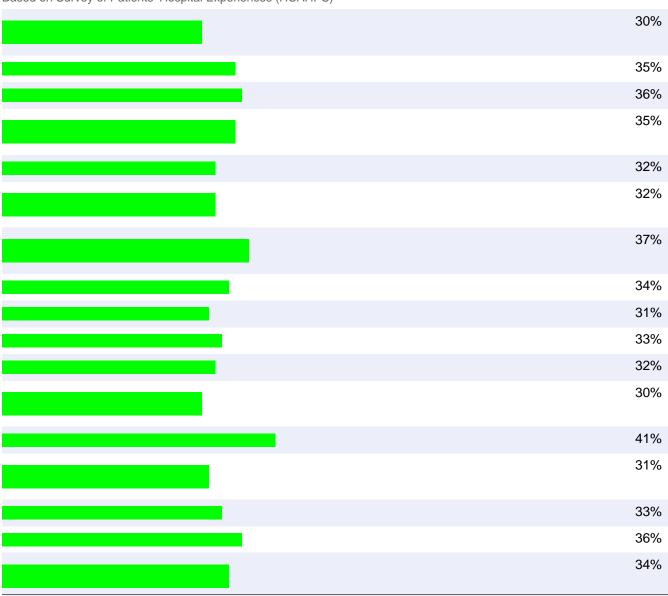
Page 123 of 374 07/26/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

based off Survey of Patients Trospital Experiences (FIGATIPS)	
	11%
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	12%
	12%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



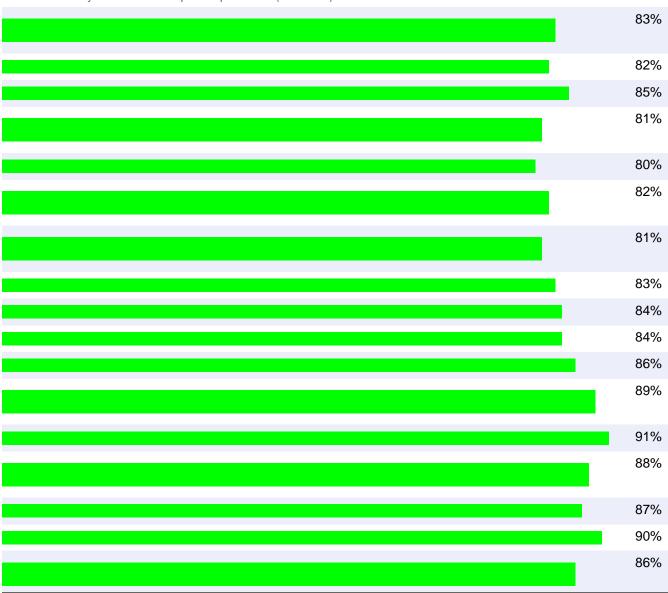
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Page 127 of 374 07/26/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based off Survey of Patients Prospital Experiences (PicATPS)	
	17%
	18%
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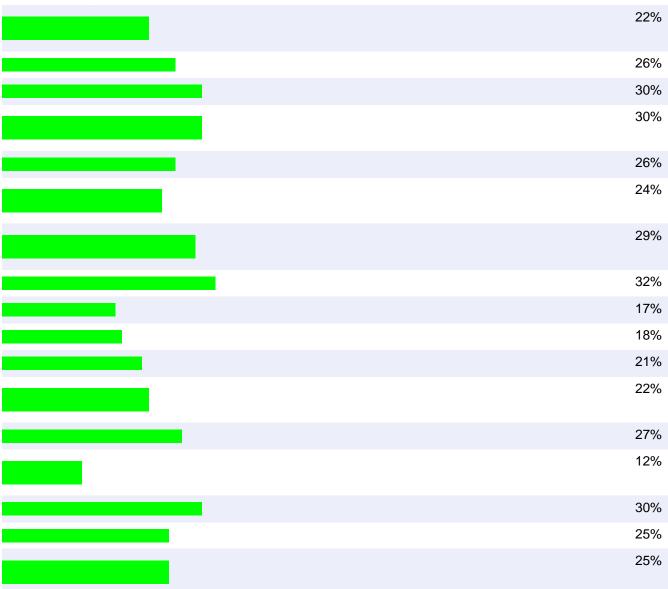
Page 128 of 374 07/26/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based off Survey of Patients Trospital Experiences (TICALIFS)	
	4%
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	10%
	8%
	7%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



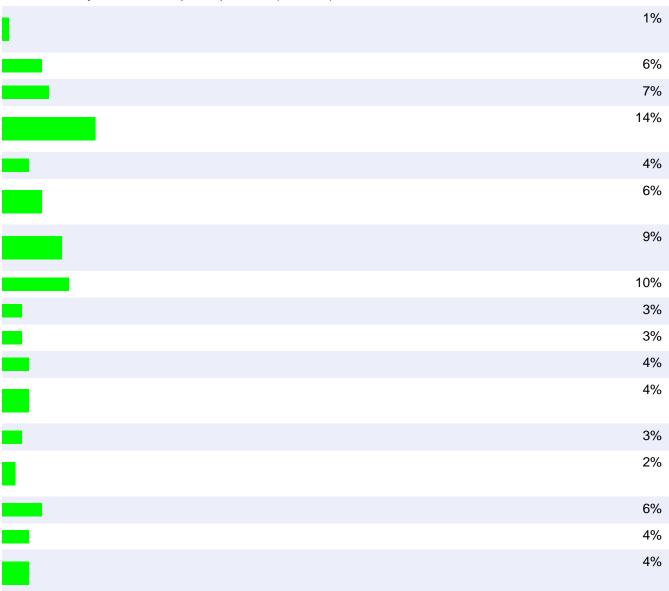
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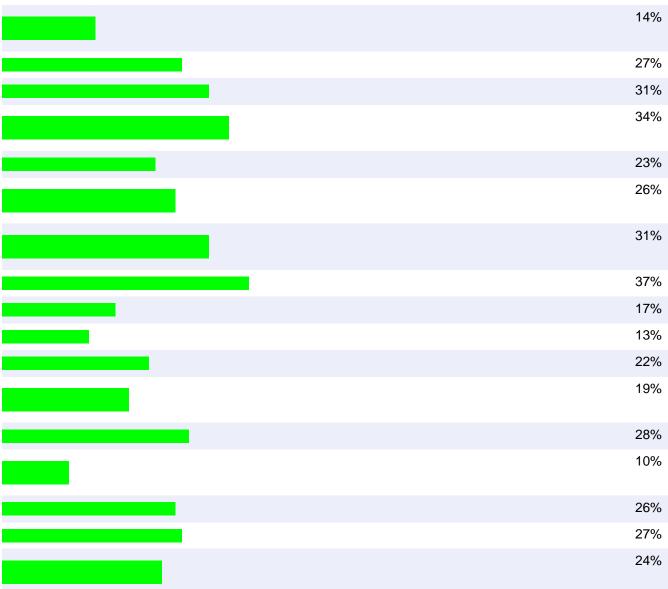
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

34%
30%
30%
32%
37%
29%
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42%
38%
37%
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34%
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33%
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41%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients Hospital Experiences (HCAHPS)		
	INC,THE	
220051	NORTH ADAMS REGIONAL HOSPITAL	71 HOSPITAL AVENUE
220066	MERCY MEDICAL CENTER	271 CAREW STREET
220016	BAYSTATE FRANKLIN MEDICAL CENTER	164 HIGH STREET
220077	BAYSTATE MEDICAL CENTER	759 CHESTNUT STREET
220050	BAYSTATE MARY LANE HOSPITAL	85 SOUTH STREET
220008	STURDY MEMORIAL HOSPITAL	211 PARK STREET
220177	NANTUCKET COTTAGE HOSPITAL	57 PROSPECT STREET
220163	UMASS MEMORIAL MEDICAL CENTER INC	55 LAKE AVENUE NORTH
220176	ST VINCENT HOSPITAL	123 SUMMER STREET
220175	METROWEST MEDICAL CENTER	115 LINCOLN STREET
220111	GOOD SAMARITAN MEDICAL CENTER, A CARITAS FAMILY HO	235 NORTH PEARL STREET
220090	MILFORD REGIONAL MEDICAL CENTER	14 PROSPECT STREET
220049	MARLBOROUGH HOSPITAL	157 UNION STREET
220135	FALMOUTH HOSPITAL	67 & 100 TER HEUN DRIVE
220020	SAINT ANNE'S HOSPITAL, A CARITAS FAMILY HOSPITAL	795 MIDDLE STREET
220074	SOUTHCOAST HOSPITAL GROUP, INC	363 HIGHLAND AVENUE

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients' Hospital Experiences (HCAHPS)		
	NORTH ADAMS	MA
	SPRINGFIELD	MA
	GREENFIELD	MA
	SPRINGFIELD	MA
	WARE	MA
	ATTLEBORO	MA
	NANTUCKET	MA
	WORCESTER	MA
	WORCESTER	MA
	FRAMINGHAM	MA
	BROCKTON	MA
	MILFORD	MA
	MARLBOROUGH	MA
	FALMOUTH	MA
	FALL RIVER	MA
	FALL RIVER	MA

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based off Survey of Fatients Trospital E		
01247	BERKSHIRE	4136645000
01104	HAMPDEN	4137489000
01301	FRANKLIN	4137730211
01199	HAMPDEN	4137940000
01082	HAMPSHIRE	4139676211
02703	BRISTOL	5082225200
02554	NANTUCKET	5082281200
01655	WORCESTER	5083341000
01608	WORCESTER	5083635000
01701	MIDDLESEX	5083831000
02301	PLYMOUTH	5084273000
01757	WORCESTER	5084731190
01752	MIDDLESEX	5084815000
02540	BARNSTABLE	5085485300
02721	BRISTOL	5086745600
02720	BRISTOL	5086793131

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	4%
	6%
	5%
	6%
	5%
	4%
•	1%
	6%
	6%
	4%
	5%
	3%
	4%
	4%
	4%
	6%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients Hospital Experiences (HCAHPS)	
	17%
	22%
	18%
	17%
	14%
	20%
	15%
	22%
	21%
	17%
	17%
	15%
	21%
	19%
	17%
	19%

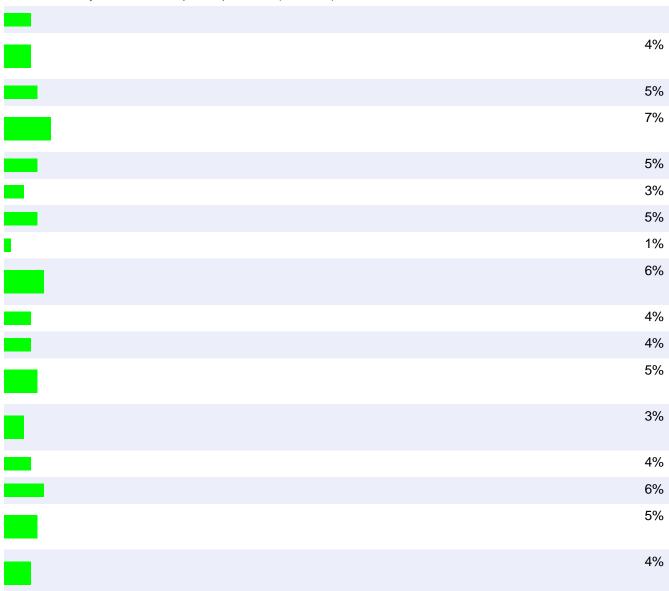
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



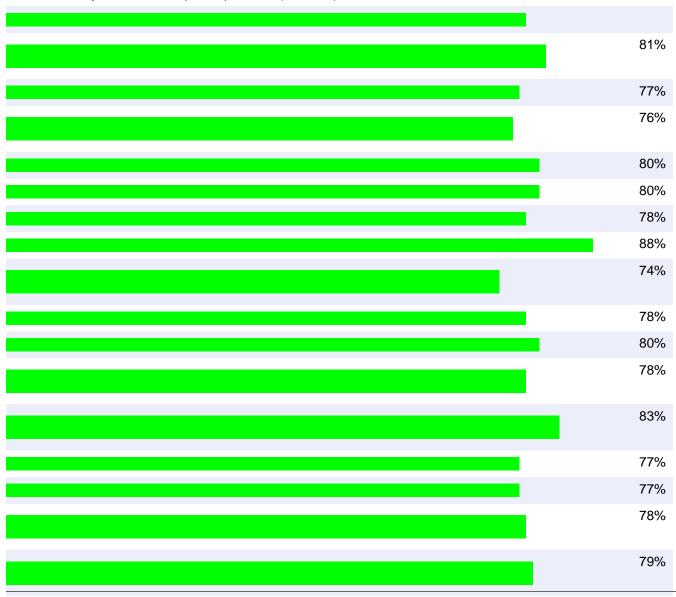
Page 143 of 374 07/26/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients Hospital Experiences (HCAHPS)	
	15%
	18%
	17%
	15%
	17%
	17%
	11%
	20%
	18%
	16%
	17%
	14%
	19%
	17%
	17%
	17%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



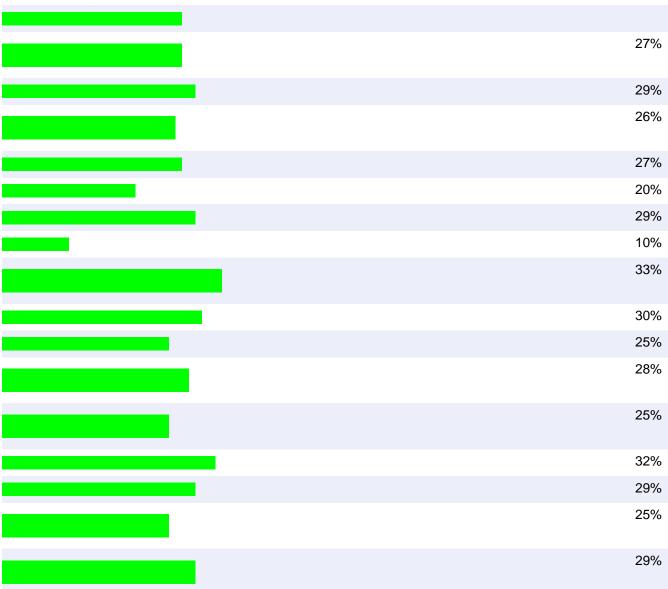
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

8%
14%
10%
16%
7%
10%
3%
12%
11%
9%
16%
8%
9%
10%
12%
13%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



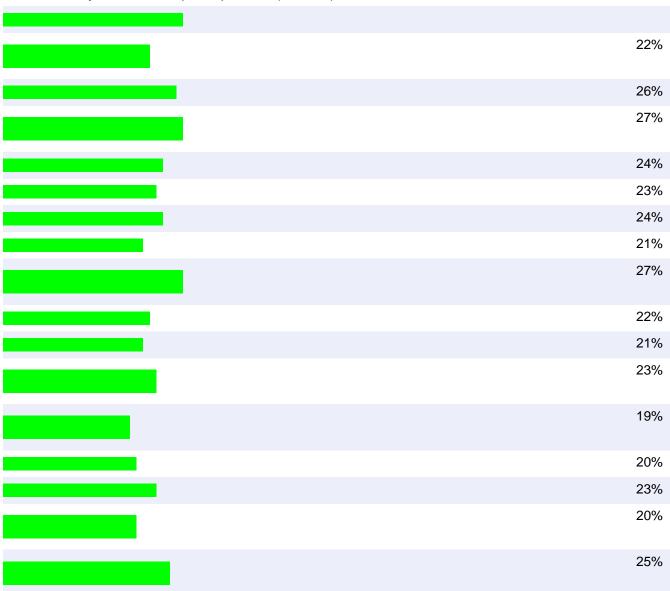
Page 148 of 374 07/26/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	 `	,	
			5%
			10%
			6%
			7%
			5%
			6%
•			1%
			8%
			6%
			7%
			9%
			6%
			7%
			7%
			11%
			8%

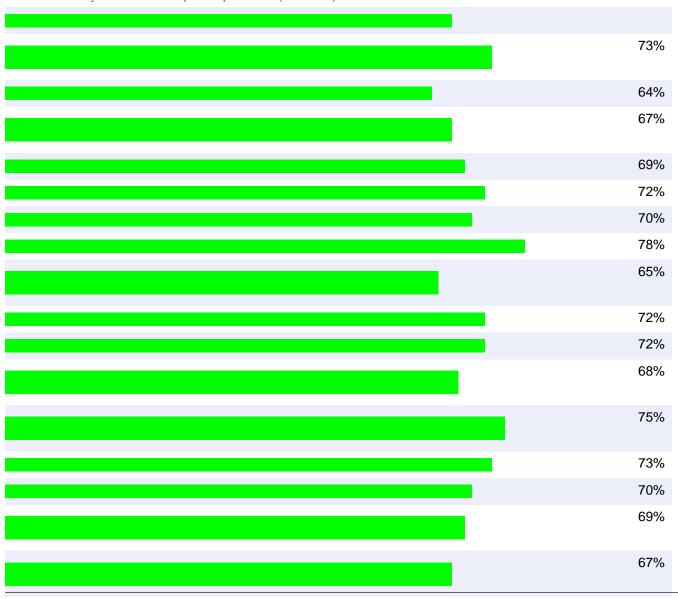
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

19%
25%
20%
22%
18%
21%
20%
21%
21%
18%
22%
16%
15%
23%
22%
23%

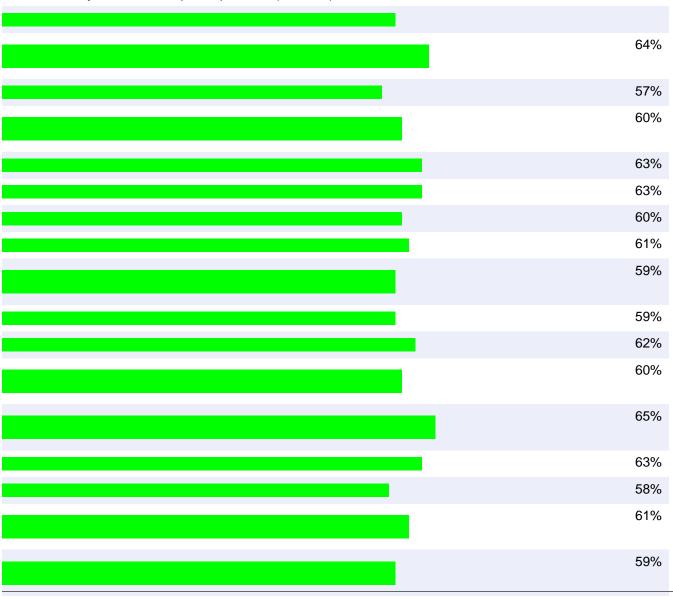
Page 152 of 374 07/26/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

17%
18%
20%
15%
19%
19%
19%
20%
20%
20%
18%
19%
22%
19%
17%
18%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

6%
11%
12%
11%
7%
5%
9%
13%
9%
6%
10%
5%
10%
7%
7%
8%

Page 155 of 374 07/26/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based of Survey of Fatients Trospital Experiences (TOATES)	
	17%
	22%
	22%
	23%
	17%
	17%
	18%
	27%
	22%
	22%
	23%
	16%
	20%
	20%
	18%
	19%

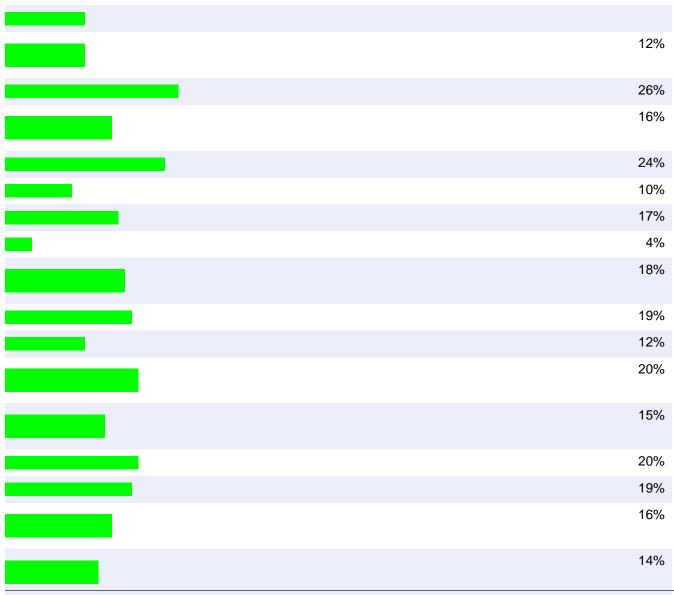
Page 156 of 374 07/26/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



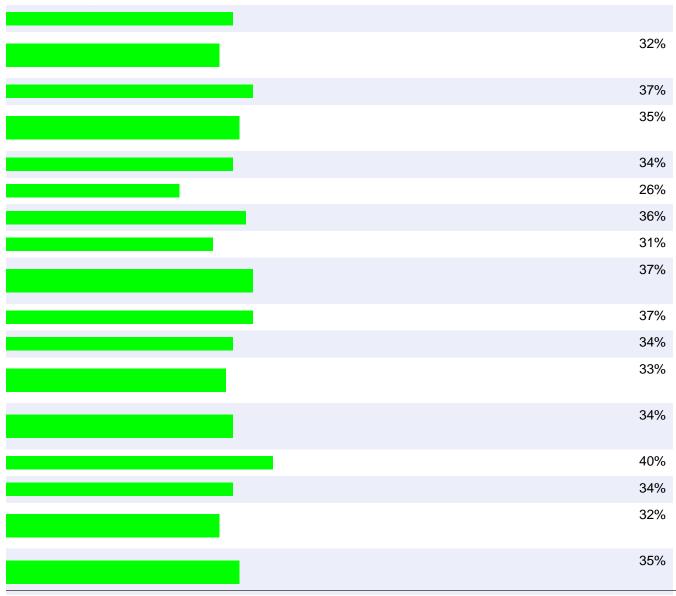
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



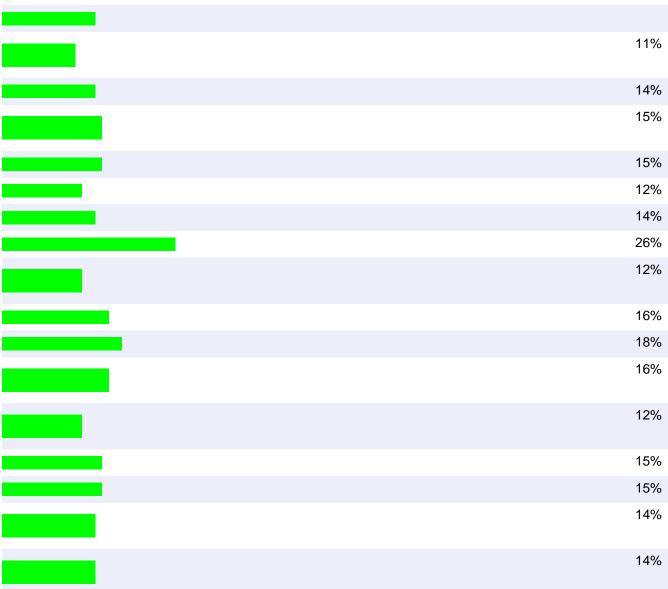
Page 160 of 374 07/26/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



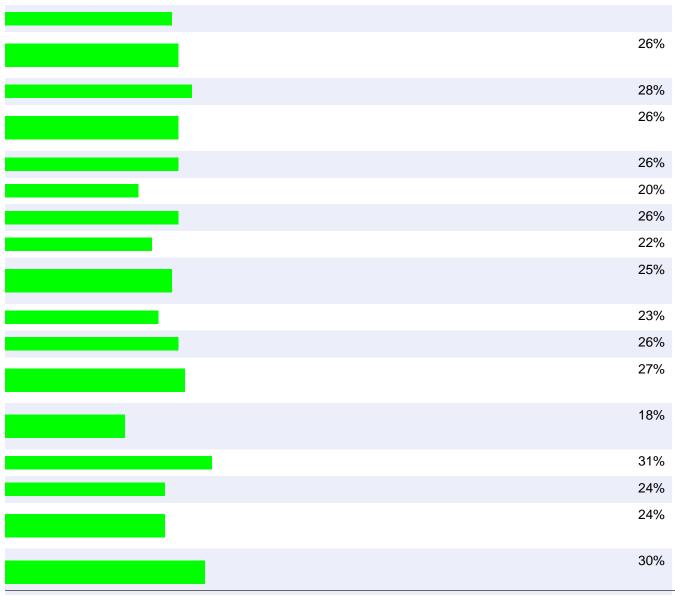
Page 162 of 374 07/26/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

9%
11%
10%
9%
7%
7%
4%
9%
7%
8%
11%
5%
9%
8%
10%
8%

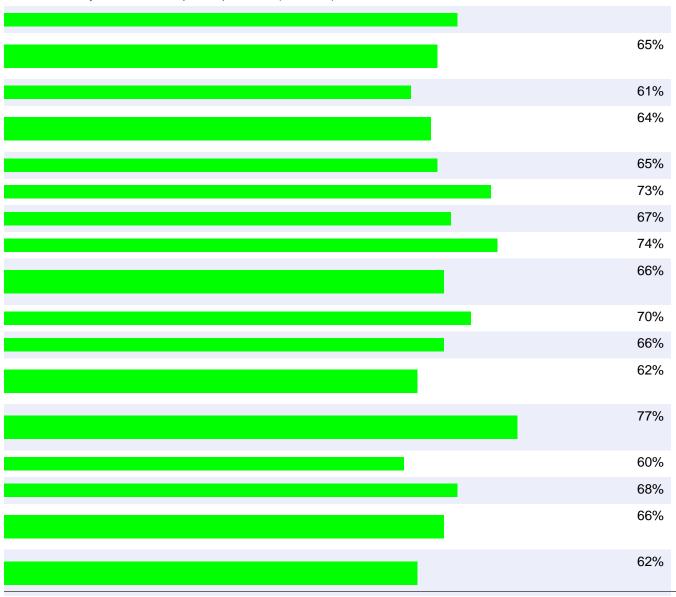
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



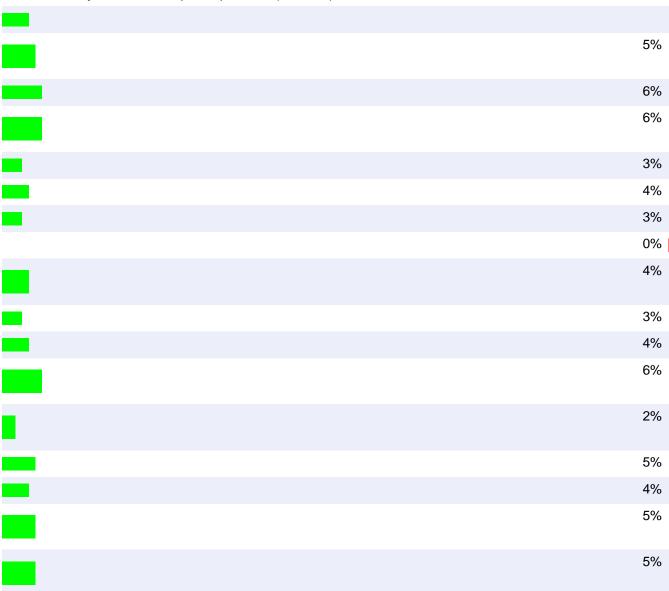
Page 164 of 374 07/26/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



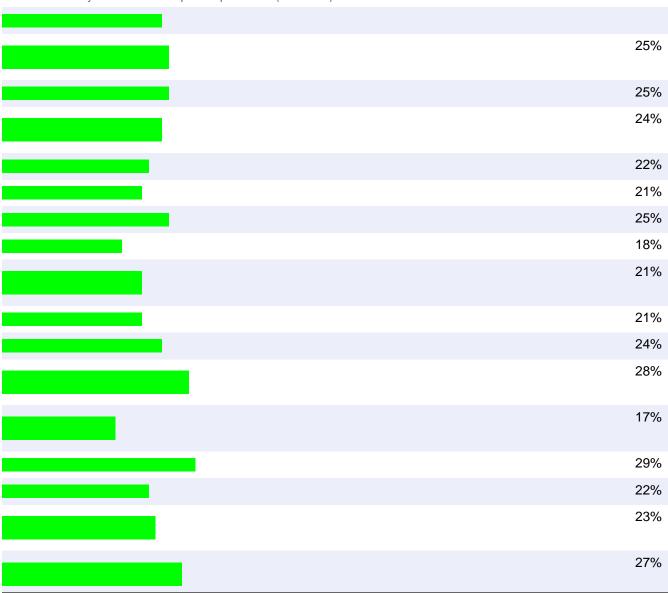
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



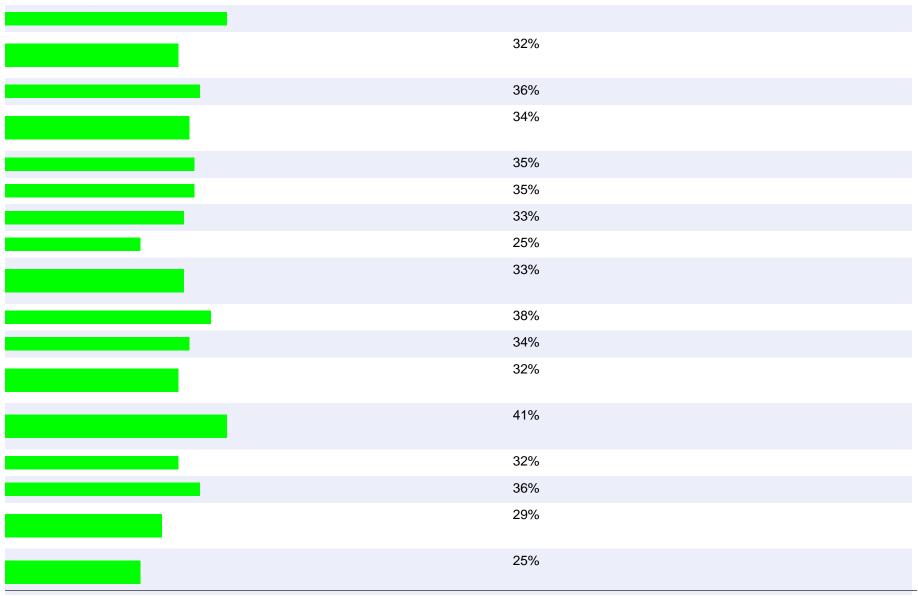
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more
300 or more
300 or more
Between 100 and 299
300 or more
Fewer than 100
300 or more

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients Hospital Experiences (HCAHPS)		
	INC	
221300	MARTHA'S VINEYARD HOSPITAL INC	ONE HOSPITAL ROAD PO BOX 1477
220060	JORDAN HOSPITAL INC	275 SANDWICH STREET
220019	HARRINGTON MEMORIAL HOSPITAL	100 SOUTH STREET
220012	CAPE COD HOSPITAL	88 LEWIS BAY ROAD
220126	NORWOOD HOSPITAL, A CARITAS FAMILY HOSPITAL	800 WASHINGTON STREET
220062	ADCARE HOSPITAL OF WORCESTER INC	107 LINCOLN STREET
220073	MORTON HOSPITAL & MEDICAL CENTER	88 WASHINGTON STREET
220052	SIGNATURE HEALTHCARE BROCKTON HOSPITAL	680 CENTER STREET
300001	CONCORD HOSPITAL	250 PLEASANT ST
301300	UPPER CONNECTICUT VALLEY HOSPITAL	181 CORLISS LANE
300014	FRISBIE MEMORIAL HOSPITAL	11 WHITEHALL ROAD
300019	CHESHIRE MEDICAL CENTER	580 COURT STREET
301307	MEMORIAL HOSPITAL, THE	3073 WHITE MOUNTAIN HIGHWAY
300017	PARKLAND MEDICAL CENTER	1 PARKLAND DRIVE
300029	PORTSMOUTH REGIONAL HOSPITAL	333 BORTHWICK AVE

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients Hospital Experiences (HCAHPS)		
	OAK BLUFFS	MA
	PLYMOUTH	MA
	SOUTHBRIDGE	MA
	HYANNIS	MA
	NORWOOD	MA
	WORCESTER	MA
	TAUNTON	MA
	BROCKTON	MA
	CONCORD	NH
	COLEBROOK	NH
	ROCHESTER	NH
	KEENE	NH
	NORTH CONWAY	NH
	DERRY	NH
	PORTSMOUTH	NH

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

·		
02557	DUKES	5086930410
02360	PLYMOUTH	5087462000
01550	WORCESTER	5087659771
02601	BARNSTABLE	5087711800
02062	NORFOLK	5087721000
01605	WORCESTER	5087999000
02780	BRISTOL	5088287000
02302	PLYMOUTH	5089417000
03301	MERRIMACK	6032252711
03576	COOS	6032374971
03867	STRAFFORD	6033325211
03431	CHESHIRE	6033545400
03860	CARROLL	6033565461
03038	ROCKINGHAM	6034212100
03801	ROCKINGHAM	6034365110

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	6%
	6%
	5%
	3%
	4%
N/A	
	5%
N/A	5%
	3%
	3%
	4%
N/A	
	3%
	5%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



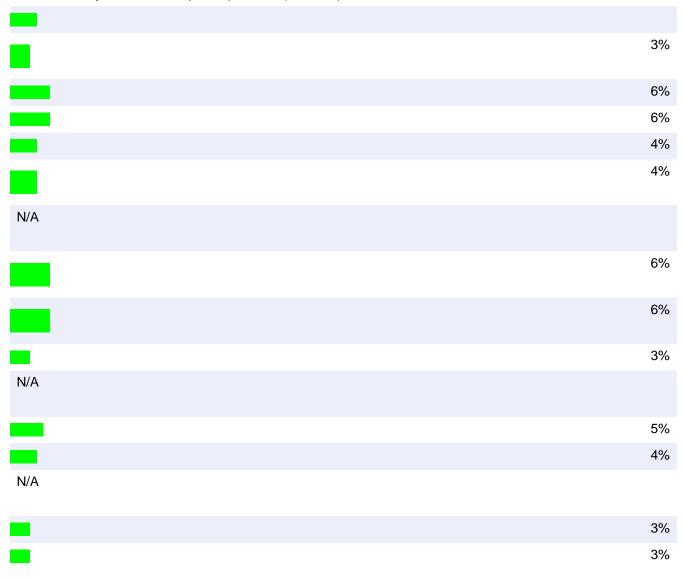
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	 ,	
		13%
		16%
		16%
		15%
		16%
N/A		
		16%
		18%
		15%
N/A		
		17%
		16%
N/A		
		16%
		16%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



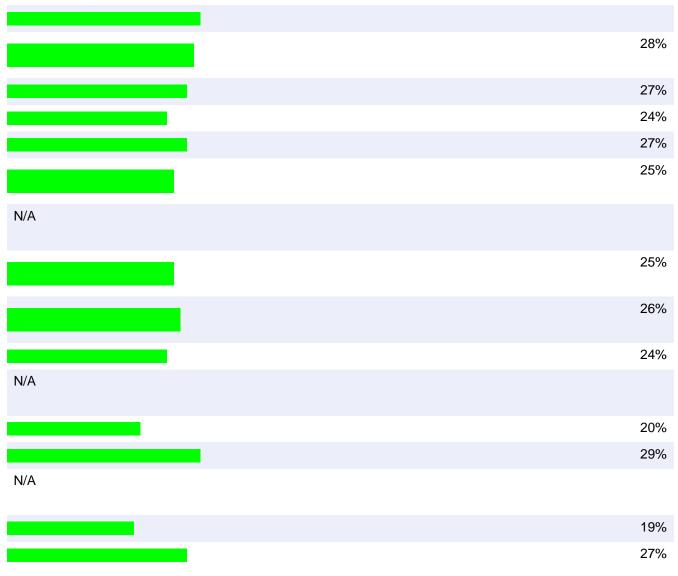
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	 ,	
		11%
		10%
		9%
		9%
		10%
N/A		
		13%
		11%
		7%
N/A		
		6%
		7%
N/A		
		5%
		11%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



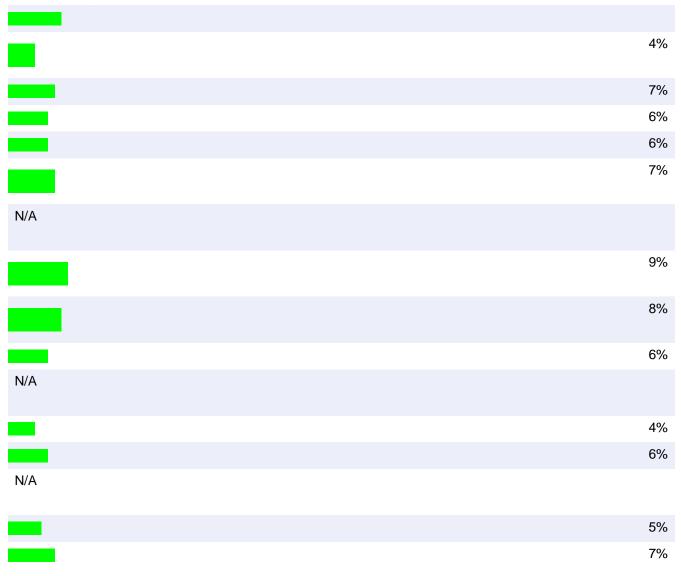
Page 181 of 374 07/26/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



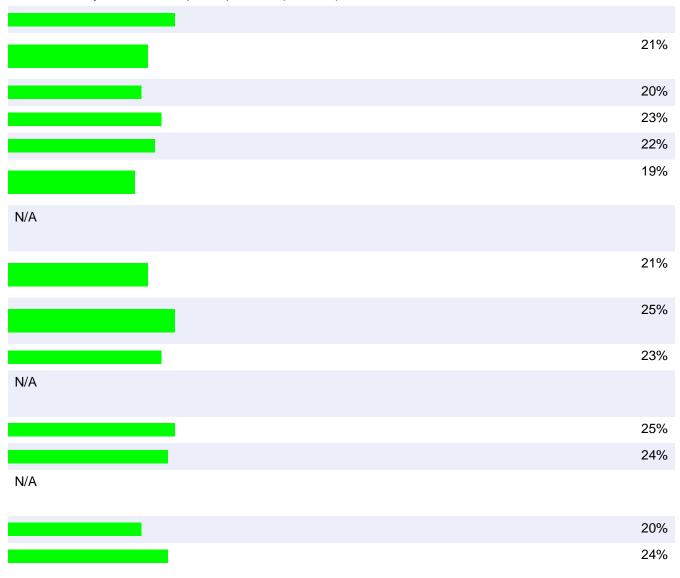
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



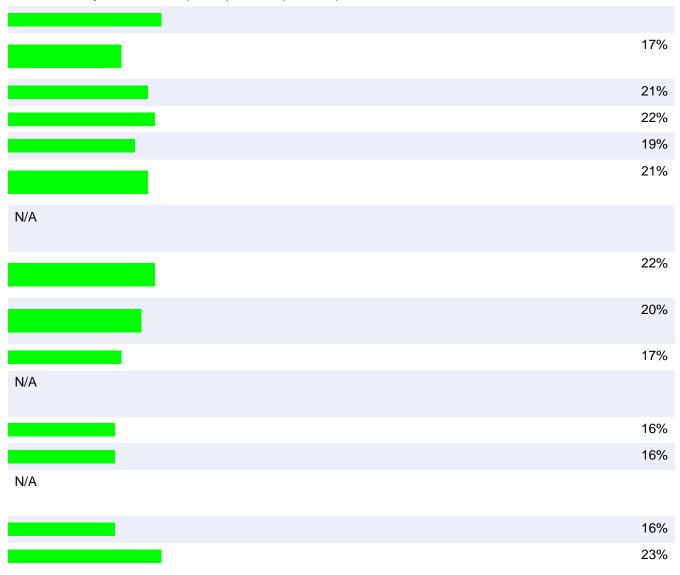
Page 184 of 374 07/26/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



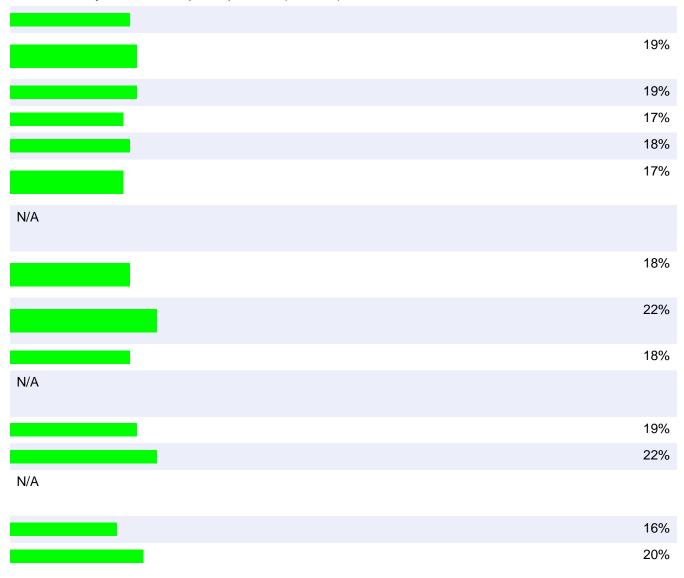
Page 185 of 374 07/26/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



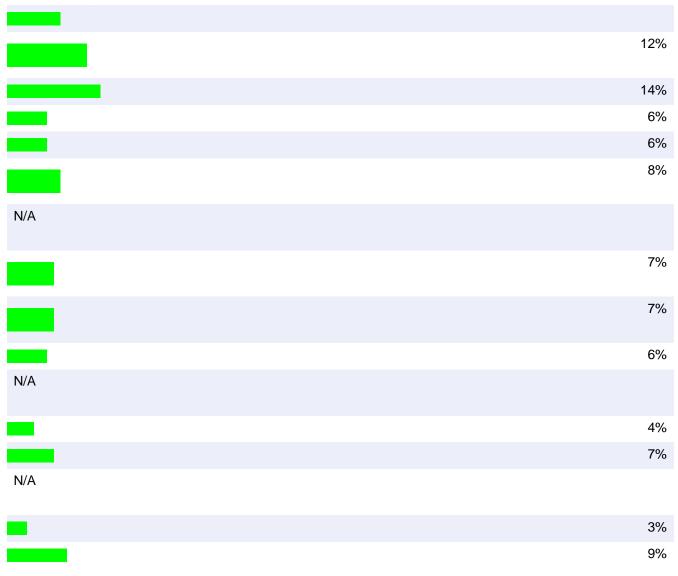
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



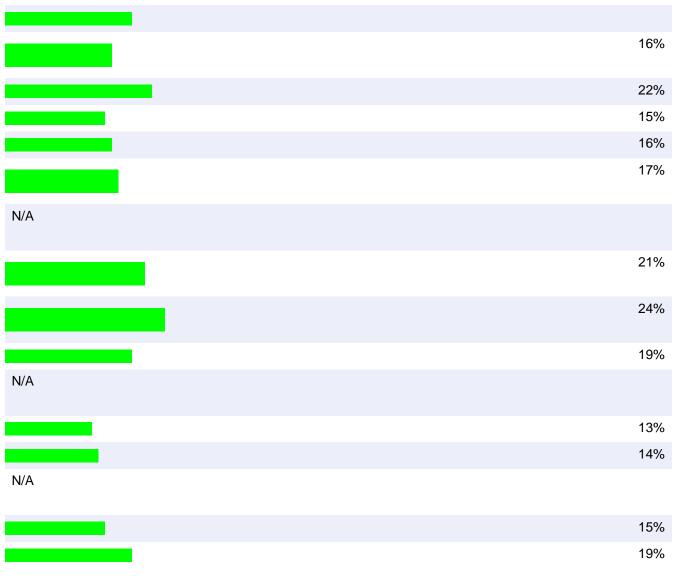
Page 188 of 374 07/26/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



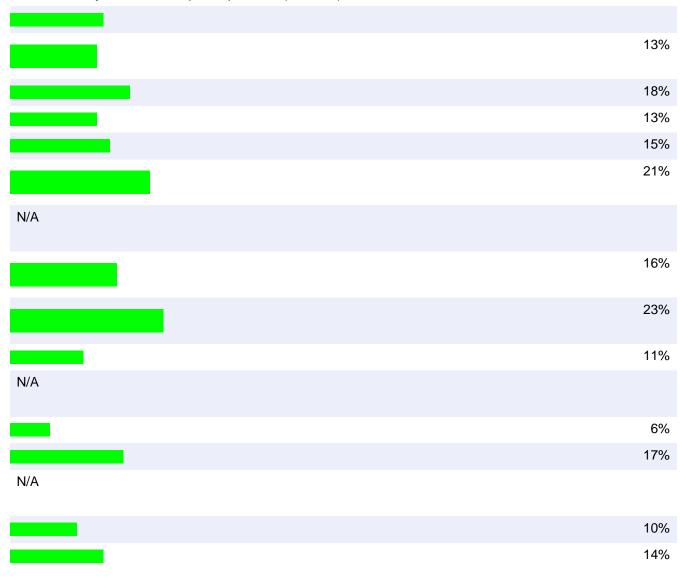
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	13%
	20%
	17%
	16%
	17%
N/A	
	17%
	15%
	13%
N/A	
	13%
	14%
N/A	
	10%
	10%

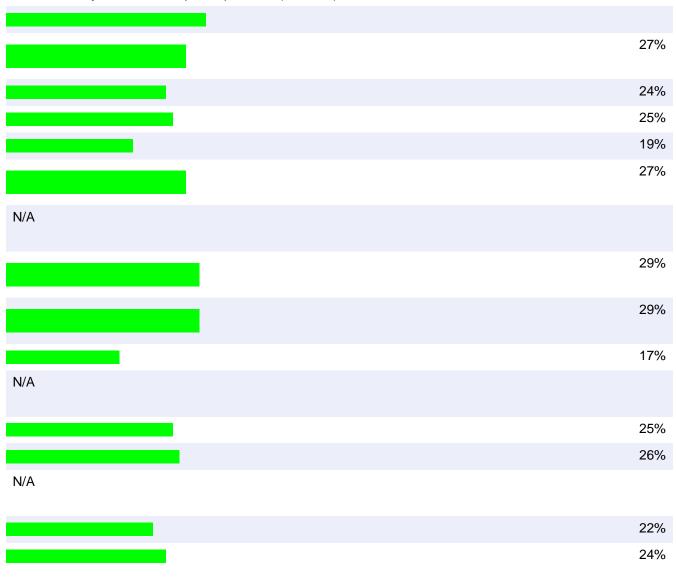
Page 196 of 374 07/26/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	 ,	
		12%
		11%
		8%
		5%
		10%
N/A		
		14%
		11%
		5%
N/A		
		6%
		7%
N/A		
		7%
		8%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



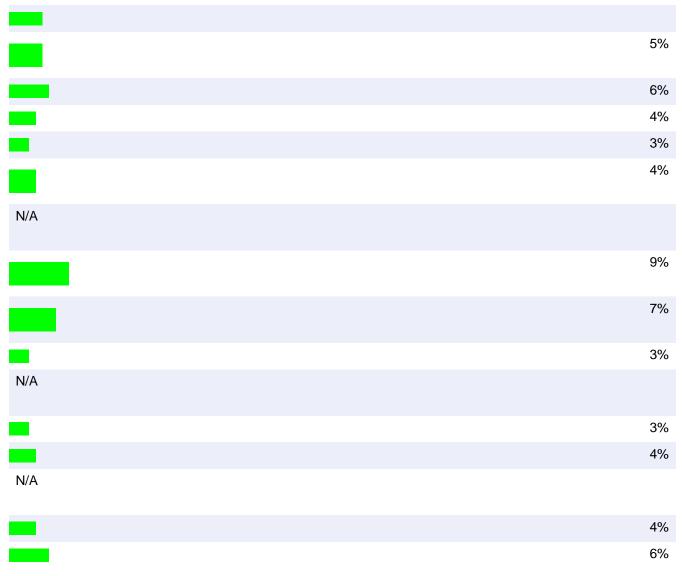
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



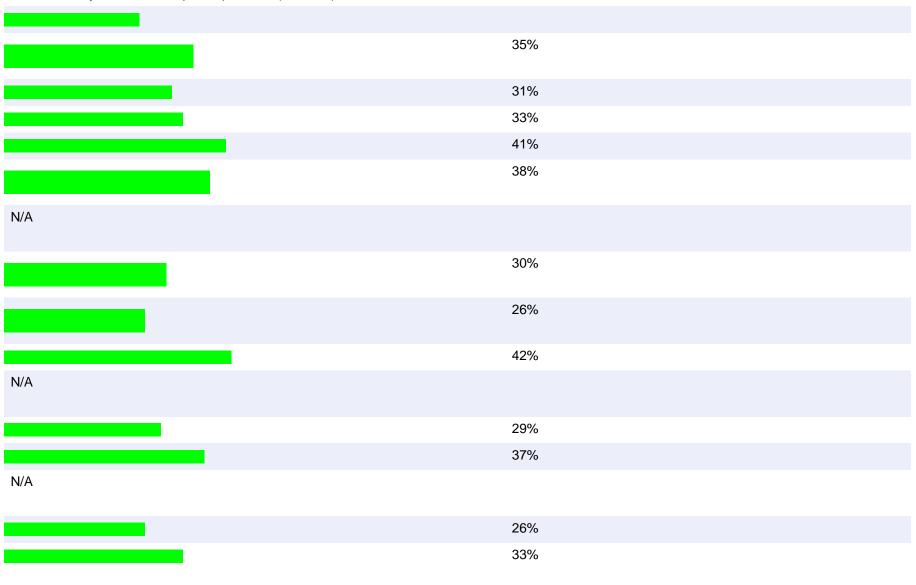
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Between 100 and 299
300 or more
N/A
300 or more
300 or more
300 or more
N/A
300 or more
300 or more
N/A
300 or more
300 or more

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	•	
301302	LITTLETON REGIONAL HOSPITAL	600 ST JOHNSBURY ROAD
301305	ALICE PECK DAY MEMORIAL HOSPITAL	125 MASCOMA ST
300005	LAKES REGION GENERAL HOSPITAL	80 HIGHLAND ST
301304	NEW LONDON HOSPITAL	273 COUNTY ROAD
301311	SPEARE MEMORIAL HOSPITAL	16 HOSPITAL ROAD
301308	VALLEY REGIONAL HOSPITAL	243 ELM STREET
301312	HUGGINS HOSPITAL	240 SOUTH MAIN STREET
300020	SOUTHERN NH MEDICAL CENTER	8 PROSPECT STREET
300003	MARY HITCHCOCK MEMORIAL HOSPITAL	1 MEDICAL CENTER DRIVE
300034	CATHOLIC MEDICAL CENTER	100 MCGREGOR STREET
300012	ELLIOT HOSPITAL	1 ELLIOT WAY
300018	WENTWORTH-DOUGLASS HOSPITAL	789 CENTRAL AVE
301301	COTTAGE HOSPITAL	90 SWIFTWATER RD
301310	ANDROSCOGGIN VALLEY HOSPITAL	59 PAGE HILL ROAD
300023	EXETER HOSPITAL INC	5 ALUMNI DRIVE
301303	WEEKS MEDICAL CENTER	173 MIDDLE STREET
300011	ST JOSEPH HOSPITAL	172 KINSLEY ST
301309	MONADNOCK COMMUNITY HOSPITAL	452 OLD STREET ROAD
301306	FRANKLIN REGIONAL HOSPITAL	15 AIKEN AVENUE

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based of Survey of Fatients Flospital Experiences (FloArif S)		
	LITTLETON	NH
	LEBANON	NH
	LACONIA	NH
	NEW LONDON	NH
	PLYMOUTH	NH
	CLAREMONT	NH
	WOLFEBORO	NH
	NASHUA	NH
	LEBANON	NH
	MANCHESTER	NH
	MANCHESTER	NH
	DOVER	NH
	WOODSVILLE	NH
	BERLIN	NH
	EXETER	NH
	LANCASTER	NH
	NASHUA	NH
	PETERBOROUGH	NH
	FRANKLIN	NH

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Bassa on Garvey of Lationto Thospital Ex	(Portorious (Frontin S)	
03561	GRAFTON	6034449000
03766	GRAFTON	6034483121
03246	BELKNAP	6035243211
03257	MERRIMACK	6035262911
03264	GRAFTON	6035361120
03743	SULLIVAN	6035427771
03894	CARROLL	6035697500
03060	HILLSBOROUGH	6035772000
03756	GRAFTON	6036505000
03102	HILLSBOROUGH	6036683545
03103	HILLSBOROUGH	6036695300
03820	STRAFFORD	6037402580
03785	GRAFTON	6037479000
03570	COOS	6037522200
03833	ROCKINGHAM	6037787311
03584	COOS	6037884911
03060	HILLSBOROUGH	6038823000
03458	HILLSBOROUGH	6039247191
03235	MERRIMACK	6039342060

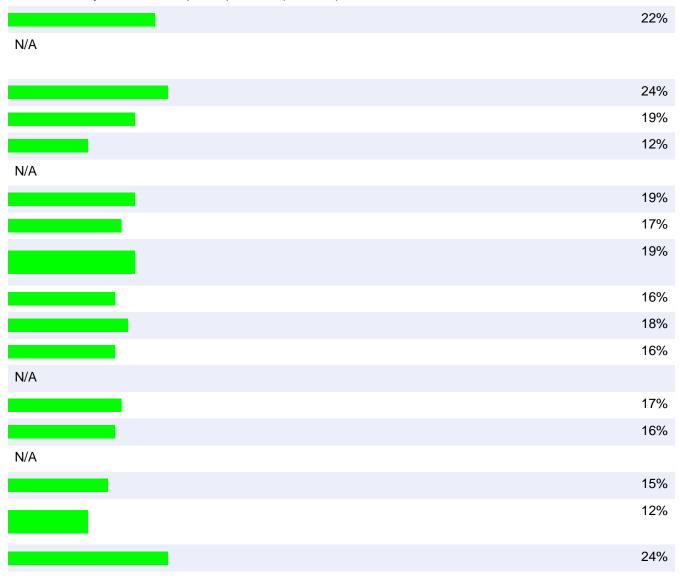
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	4%
N/A	
	=0/
	5%
	3%
N/A	2%
N/A	
	4%
	3%
N/A	3%
	3%
	5%
	3%
N/A	
	5%
	3%
N/A	
	4%
	2%
	5%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



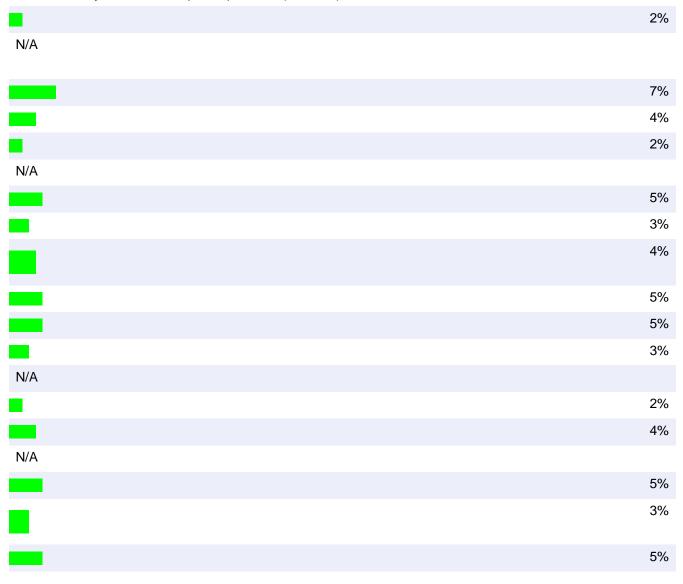
Page 209 of 374 07/26/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



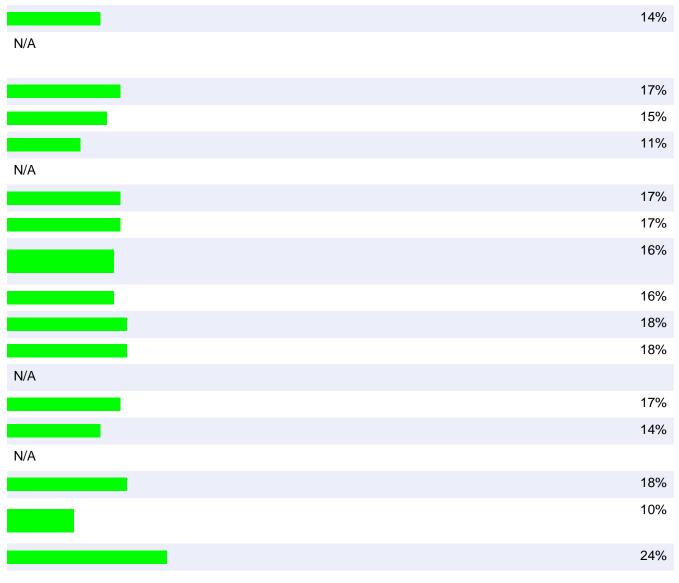
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



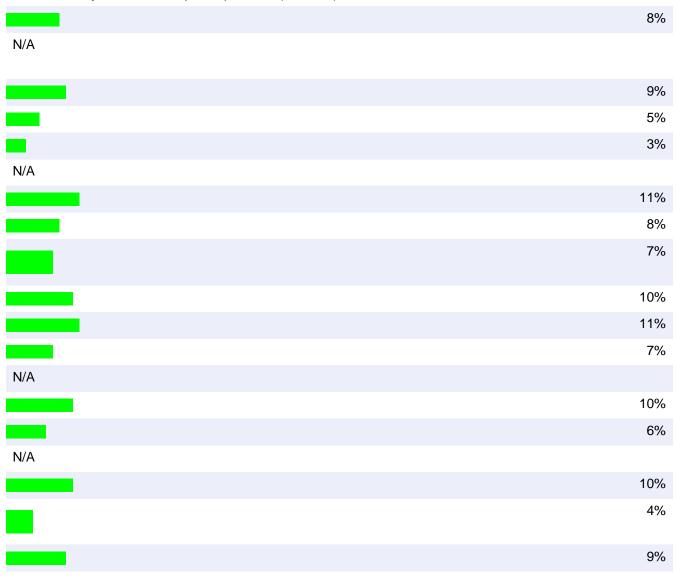
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



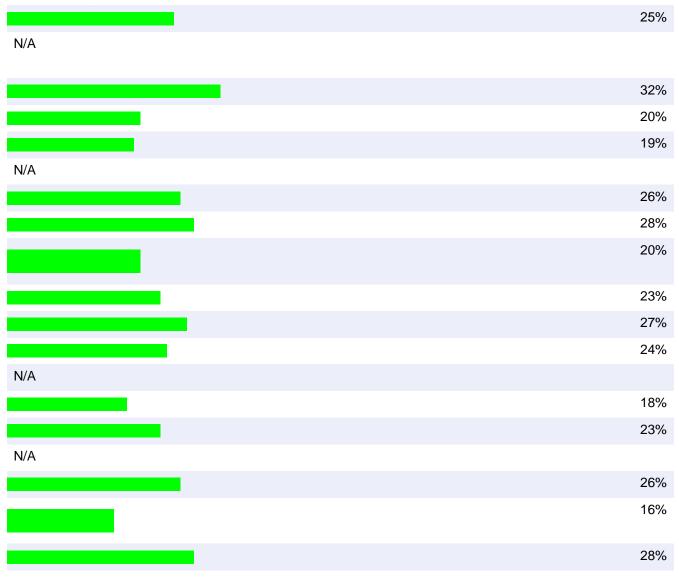
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



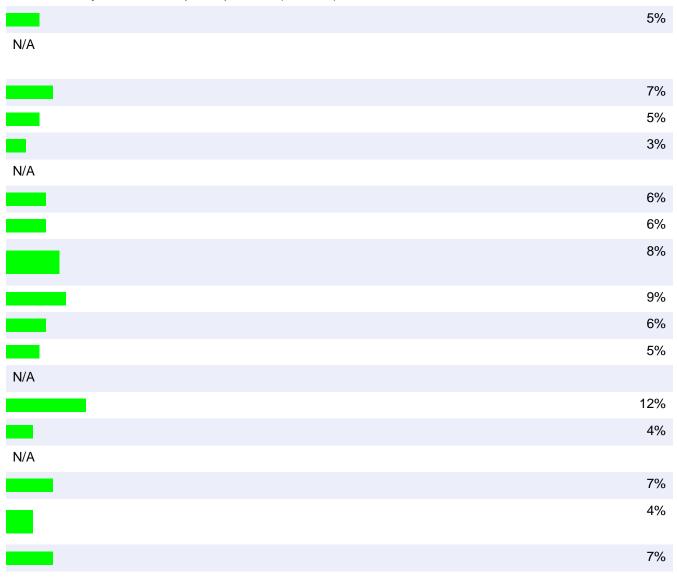
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



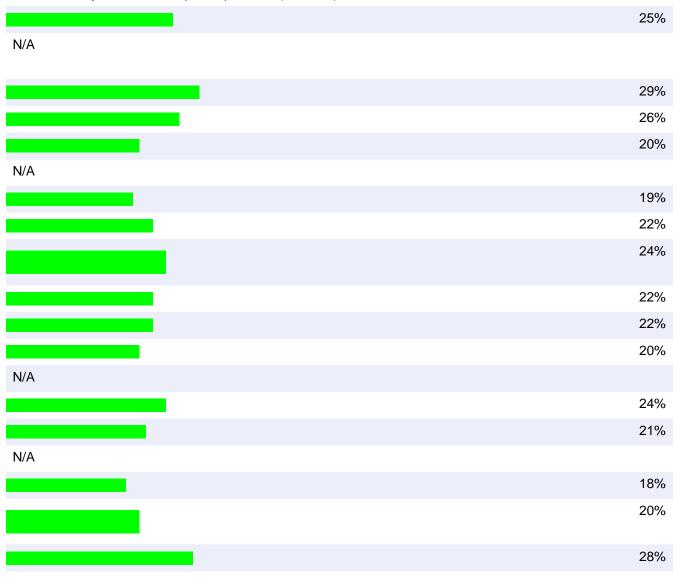
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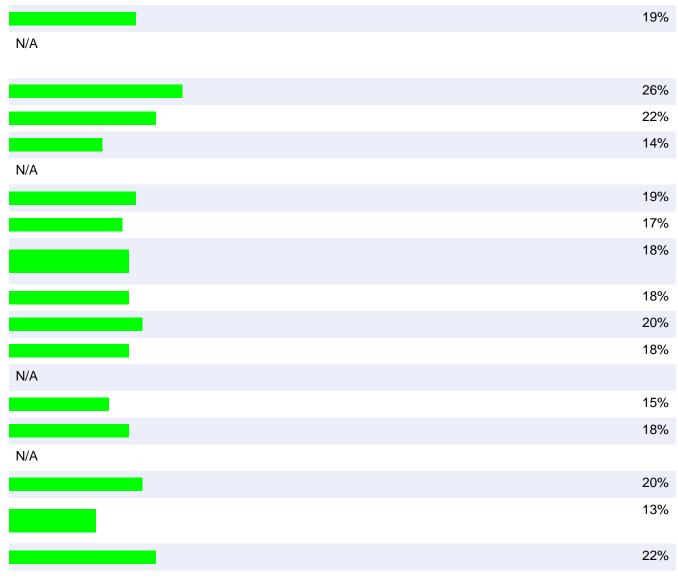
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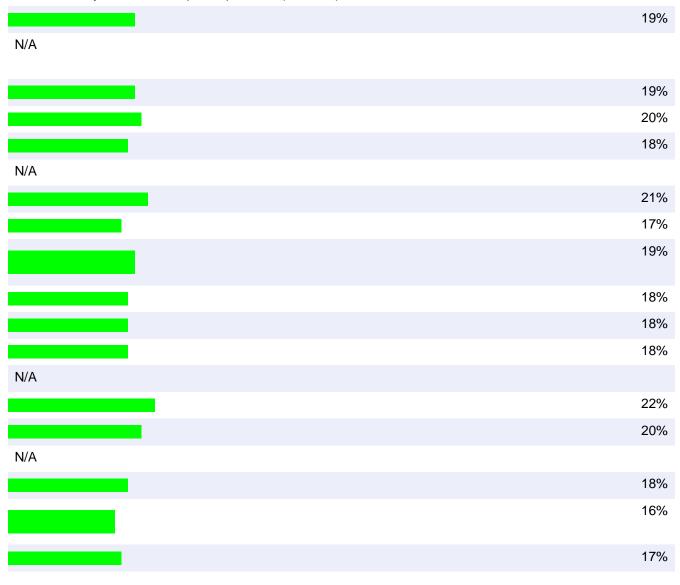
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



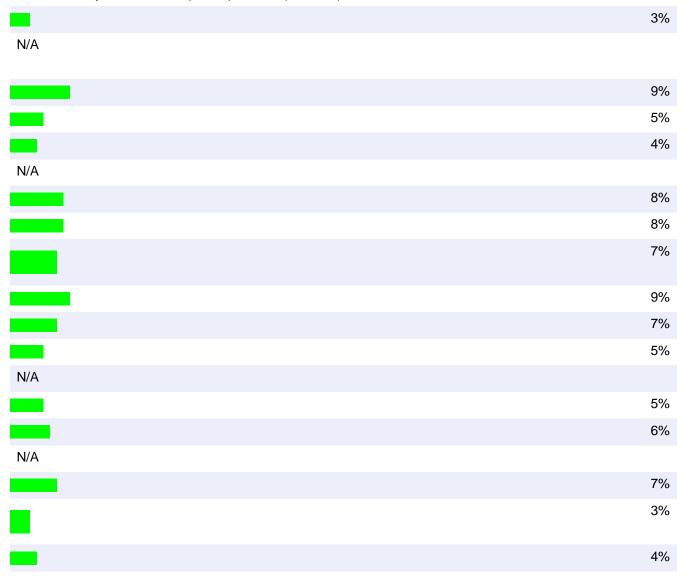
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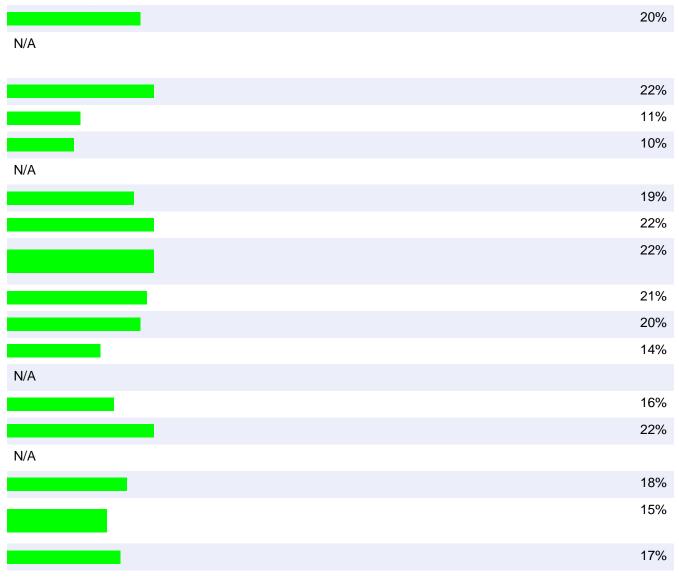
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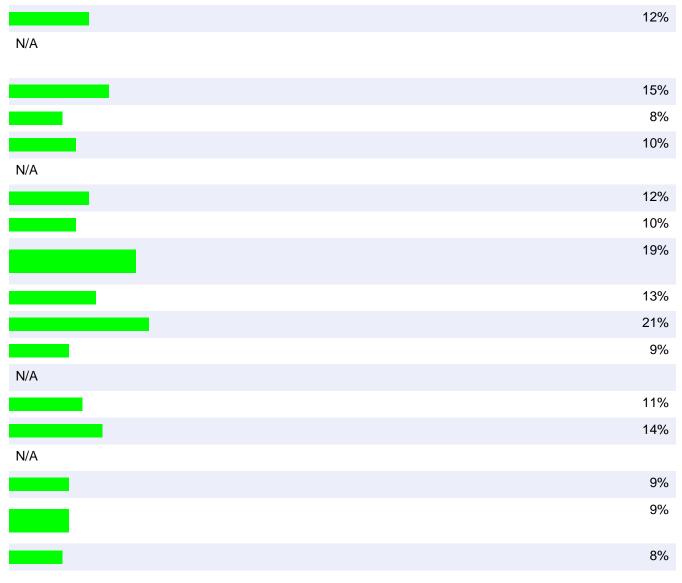
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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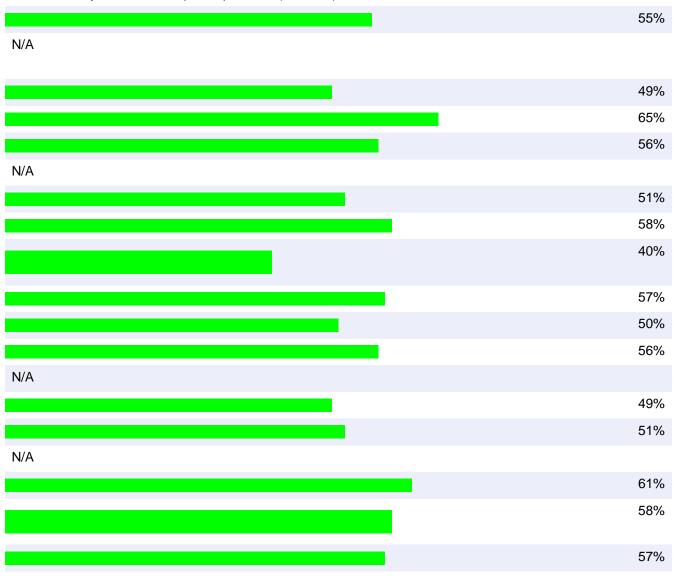
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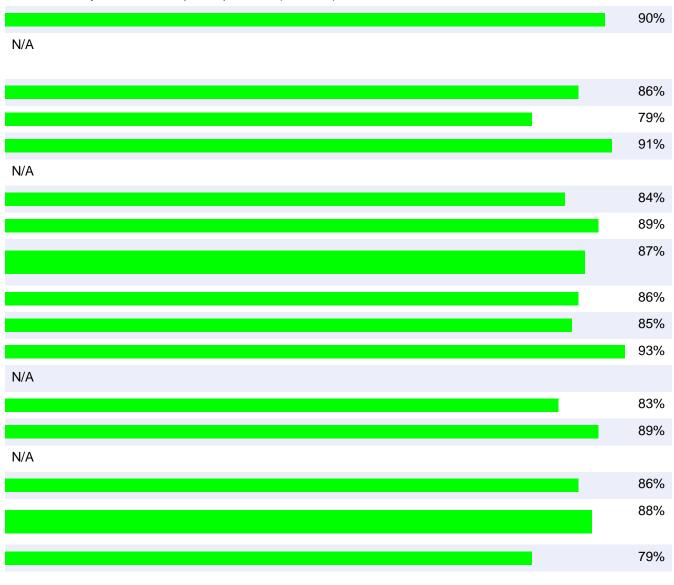
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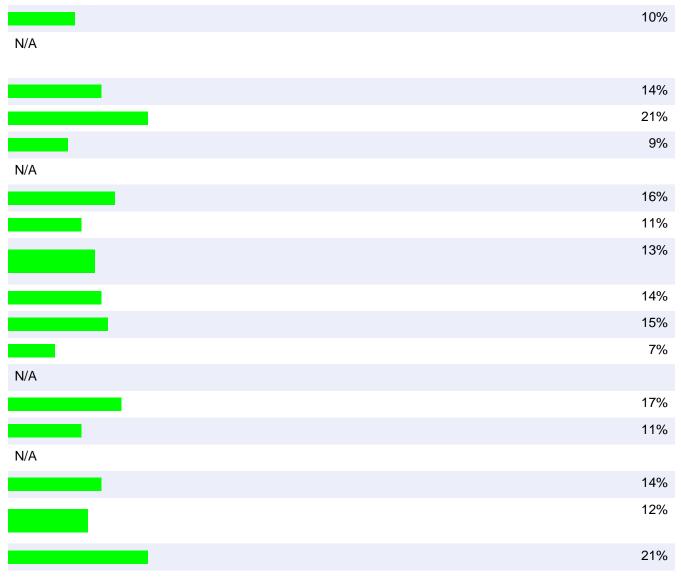
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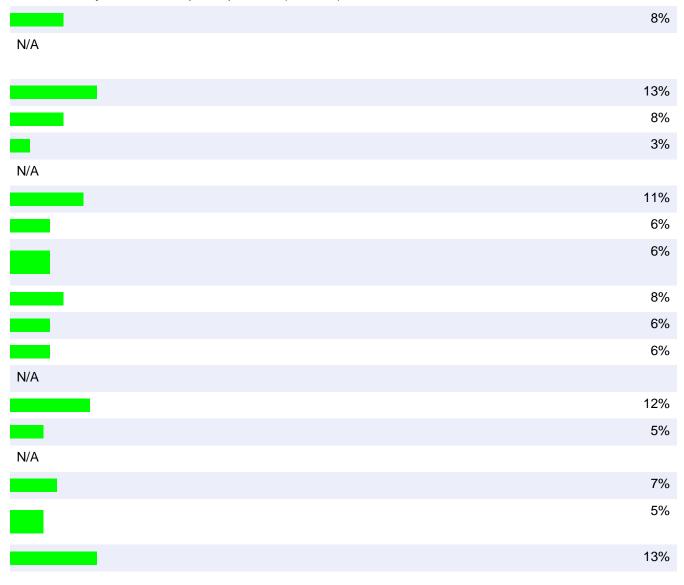
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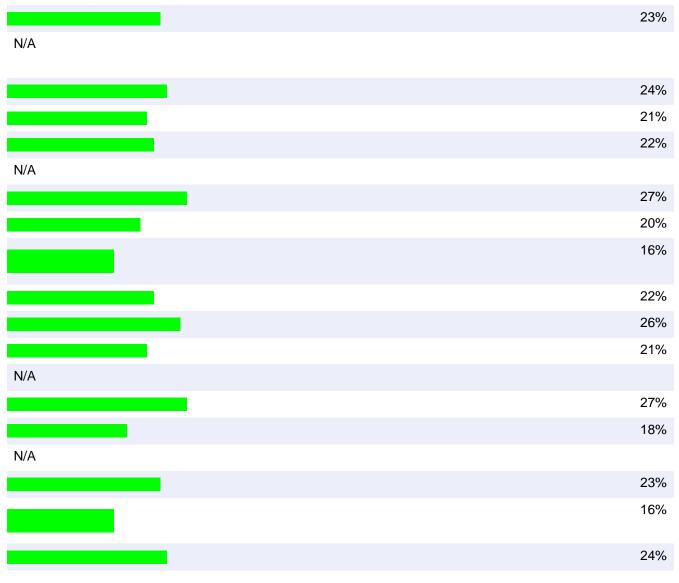
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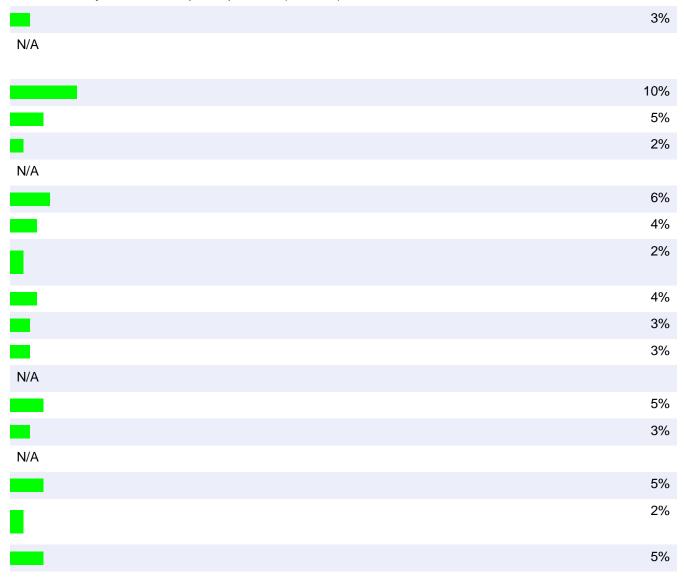
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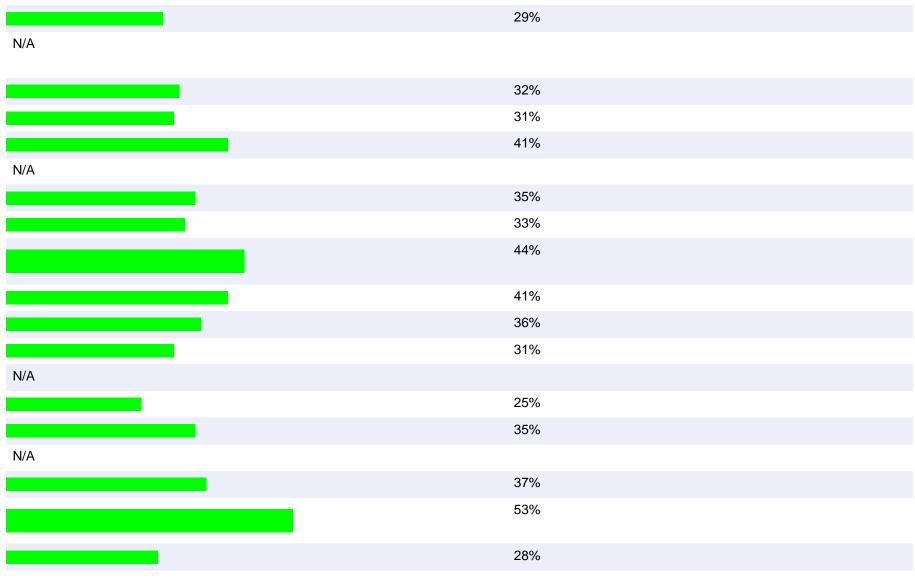
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Between 100 and 299
N/A
300 or more
Between 100 and 299
300 or more
N/A
300 or more
N/A
Between 100 and 299
300 or more
N/A
300 or more
300 or more
Between 100 and 299

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

220101	NEWTON-WELLESLEY HOSPITAL	2014 WASHINGTON STREET
220002	MOUNT AUBURN HOSPITAL	330 MOUNT AUBURN STREET
220017	CARNEY HOSPITAL, A CARITAS FAMILY HOSPITAL	2100 DORCHESTER AVENUE
220075	MASSACHUSETTS EYE AND EAR INFIRMARY	243 CHARLES STREET
220162	DANA-FARBER CANCER INSTITUTE	44 BINNEY STREET
220116	TUFTS MEDICAL CENTER	800 WASHINGTON STREET
220031	BOSTON MEDICAL CENTER CORPORATION	1 BOSTON MEDICAL CENTER PLACE
220011	CAMBRIDGE HEALTH ALLIANCE	1493 CAMBRIDGE STREET
220086	BETH ISRAEL DEACONESS MEDICAL CENTER	330 BROOKLINE AVENUE
220108	MILTON HOSPITAL INC	199 REEDSDALE ROAD
220071	MASSACHUSETTS GENERAL HOSPITAL	55 FRUIT STREET
220110	BRIGHAM AND WOMEN'S HOSPTIAL	75 FRANCIS STREET
220088	NEW ENGLAND BAPTIST HOSPITAL	125 PARKER HILL AVENUE
220067	QUINCY MEDICAL CENTER	114 WHITWELL STREET
220036	ST ELIZABETH'S MEDICAL CENTER, A CARITAS FAMILY HO	736 CAMBRIDGE STREET
220119	FAULKNER HOSPITAL	1153 CENTRE STREET

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

NEWTON	MA
CAMBRIDGE	MA
BOSTON	MA
CAMBRIDGE	MA
BOSTON	MA
MILTON	MA
BOSTON	MA
BOSTON	MA
BOSTON	MA
QUINCY	MA
BRIGHTON	MA
BOSTON	MA

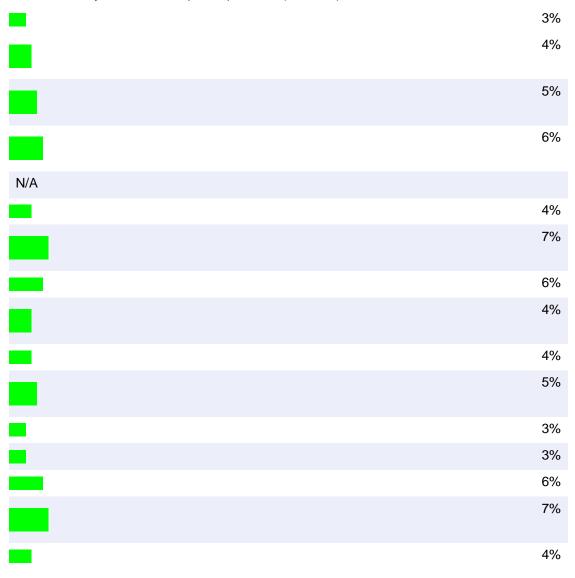
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02462	MIDDLESEX	6172436000
02138	MIDDLESEX	6174923500
02124	SUFFOLK	6175062000
02114	SUFFOLK	6175237900
02115	SUFFOLK	6176323000
02111	SUFFOLK	6176365000
02118	SUFFOLK	6176388000
02138	MIDDLESEX	6176652300
02215	SUFFOLK	6176677000
02186	NORFOLK	6176964600
02114	SUFFOLK	6177262000
02115	SUFFOLK	6177325500
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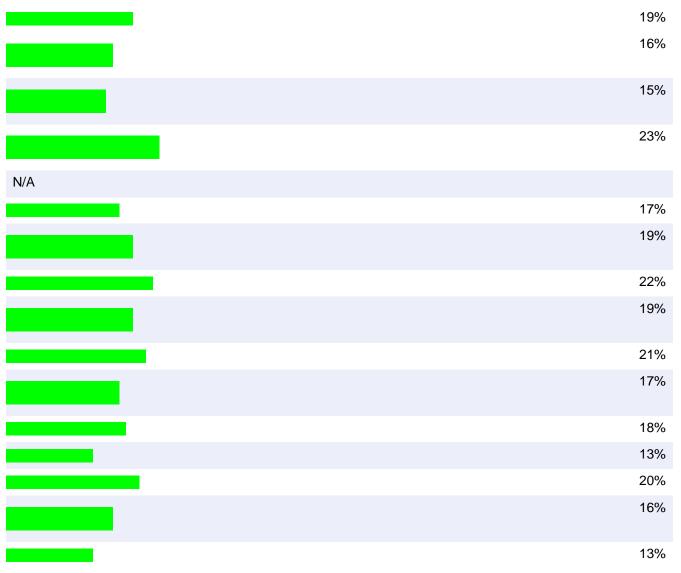
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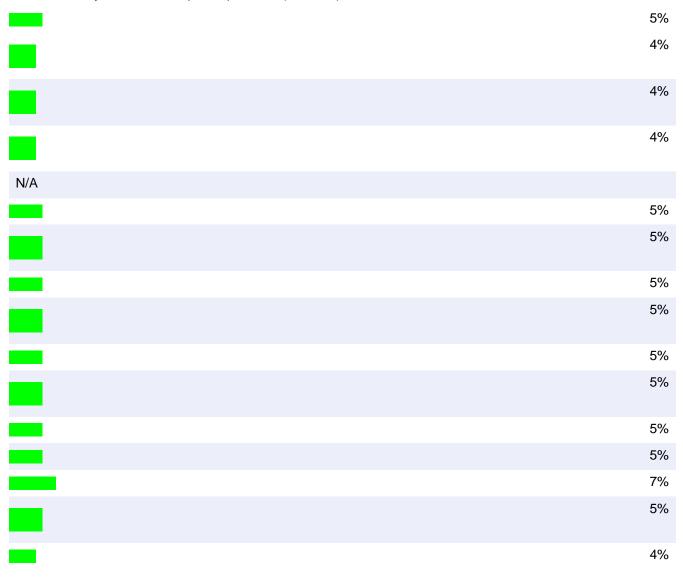
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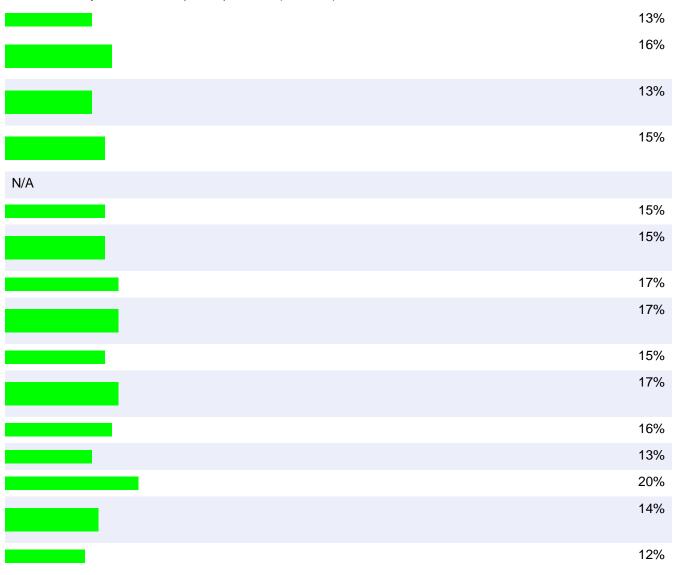
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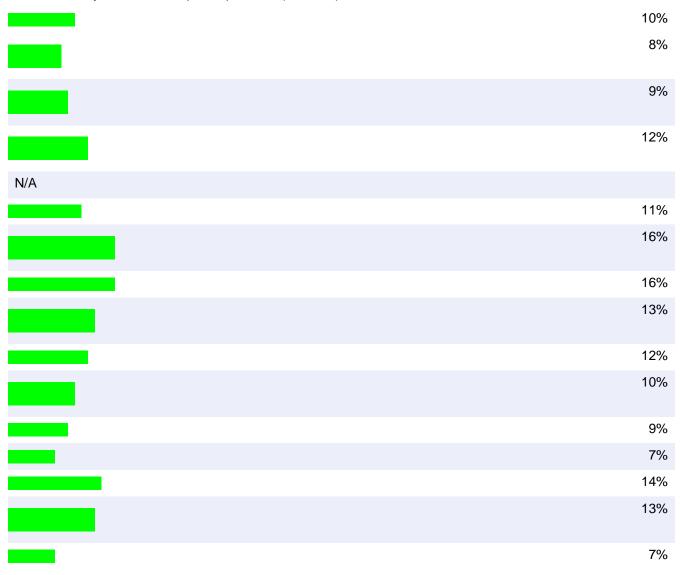
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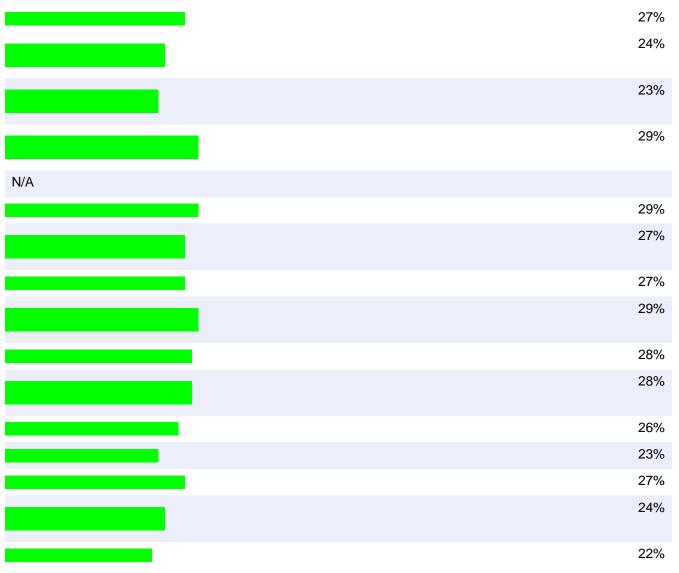
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



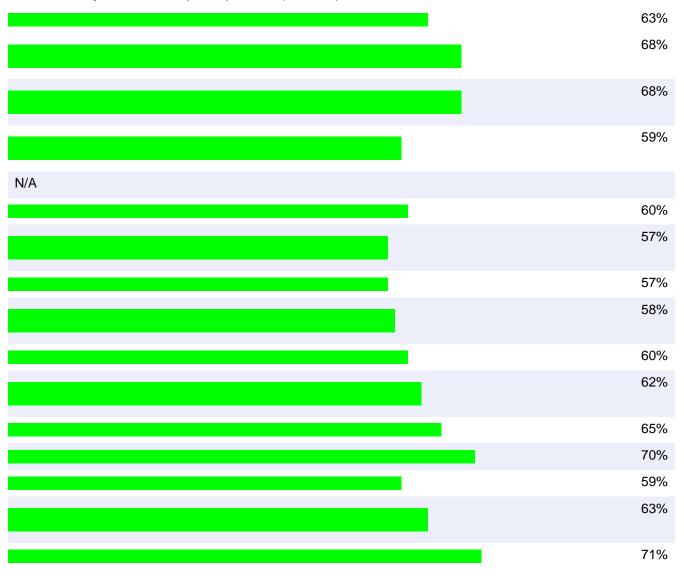
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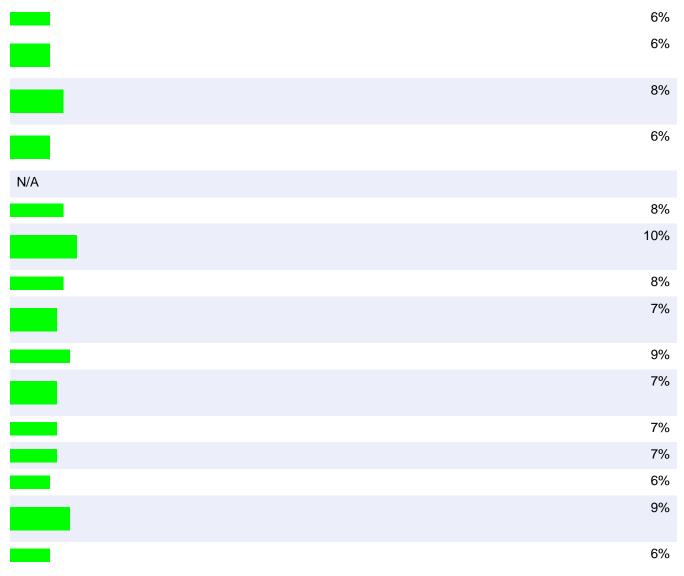
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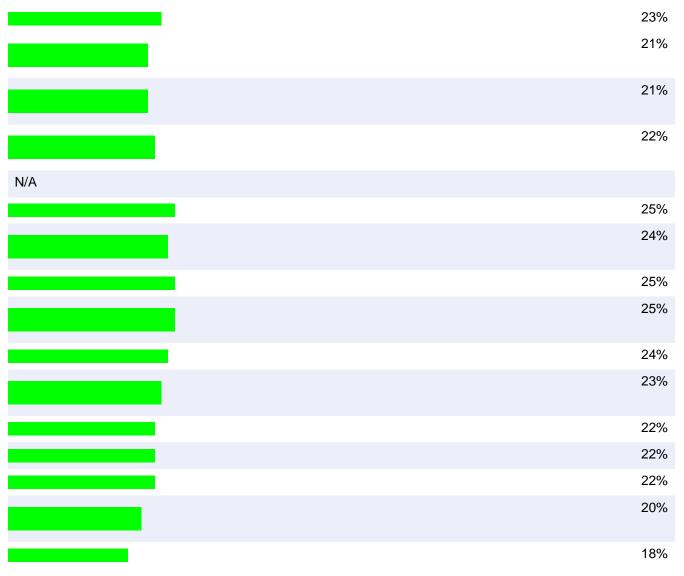
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



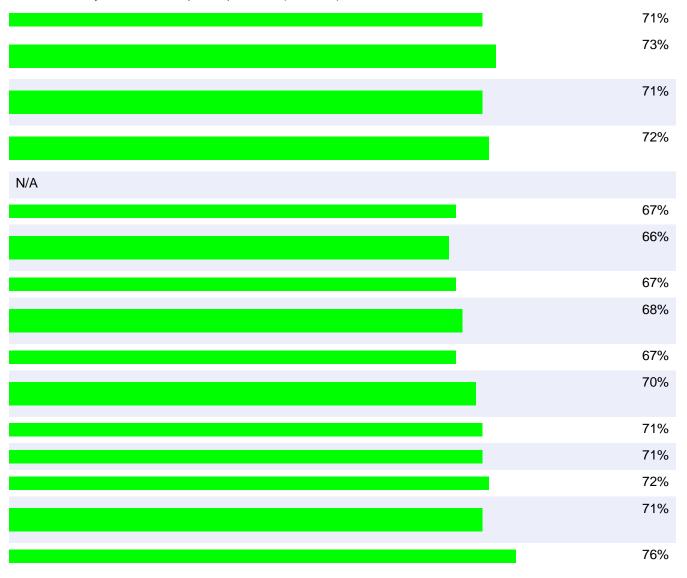
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



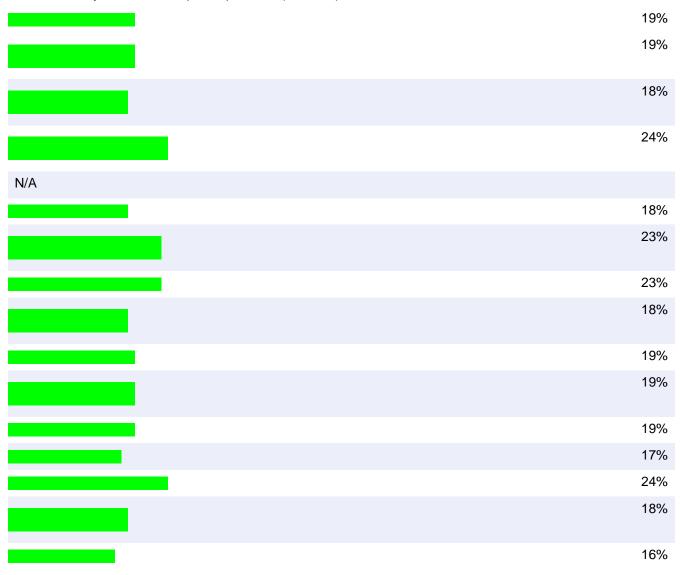
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



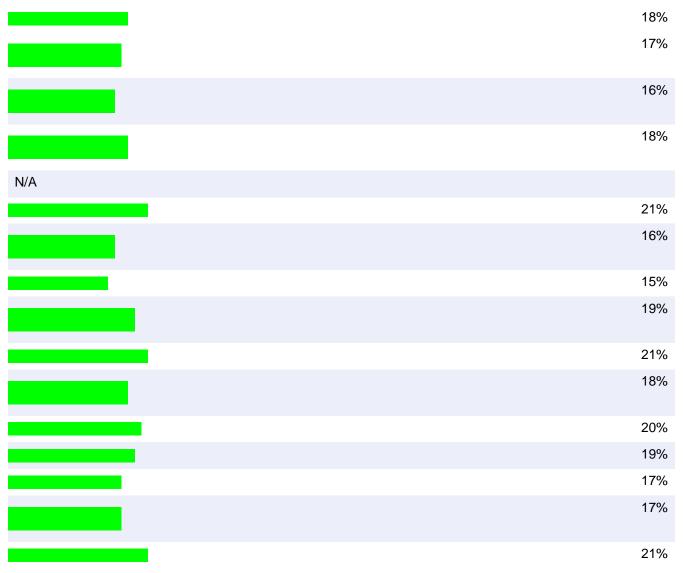
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



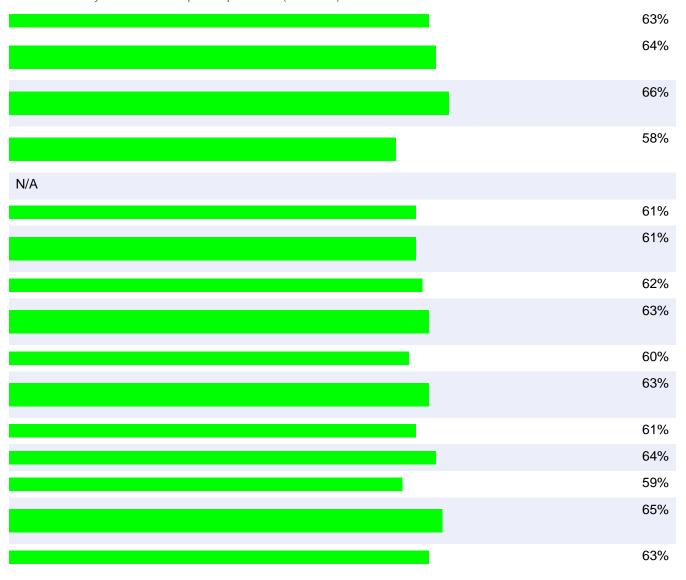
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



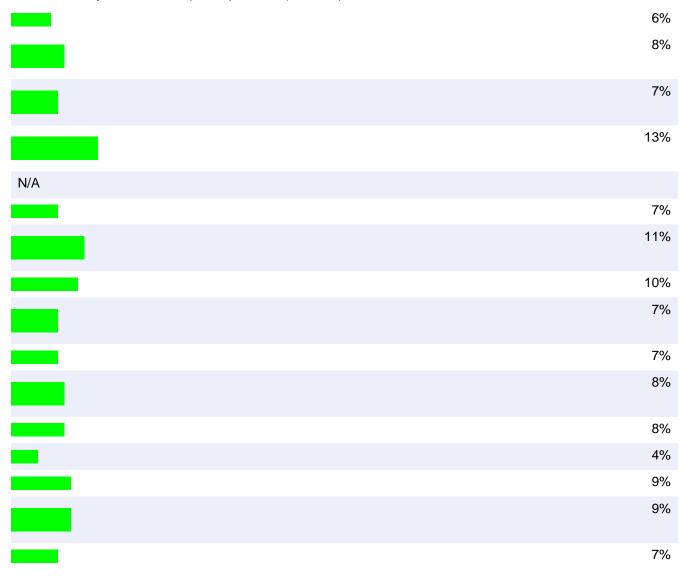
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



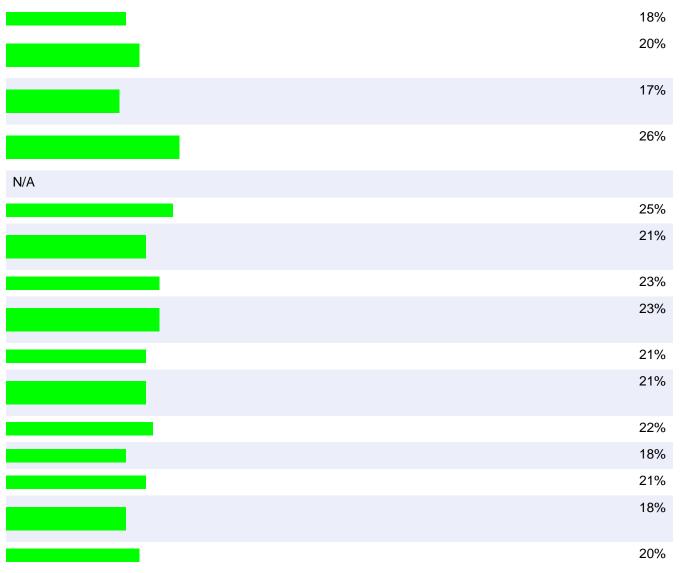
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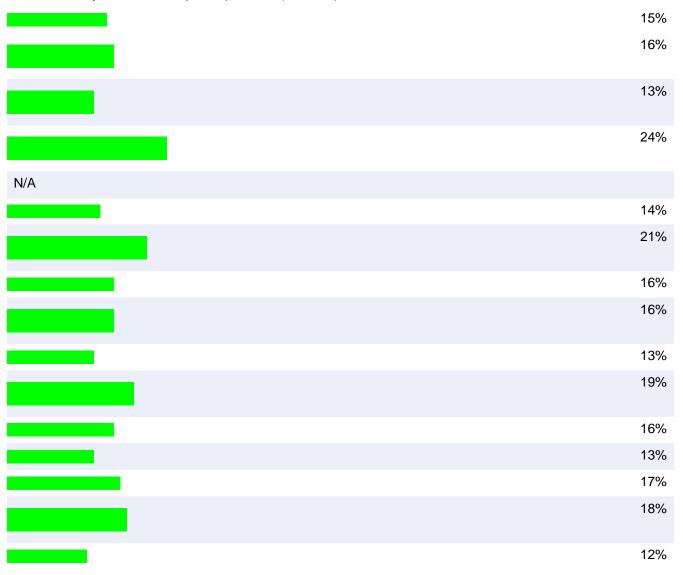
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



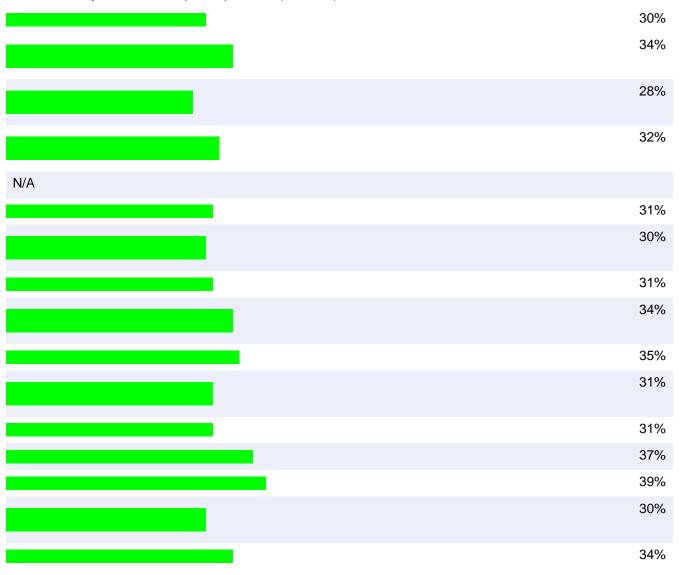
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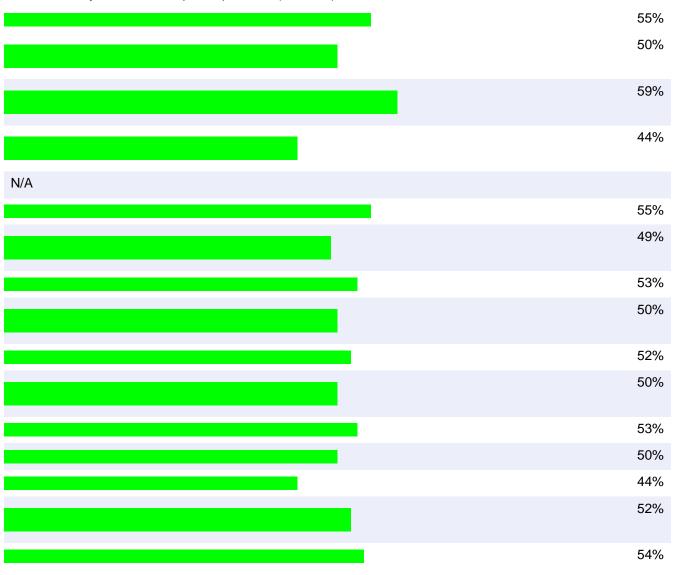
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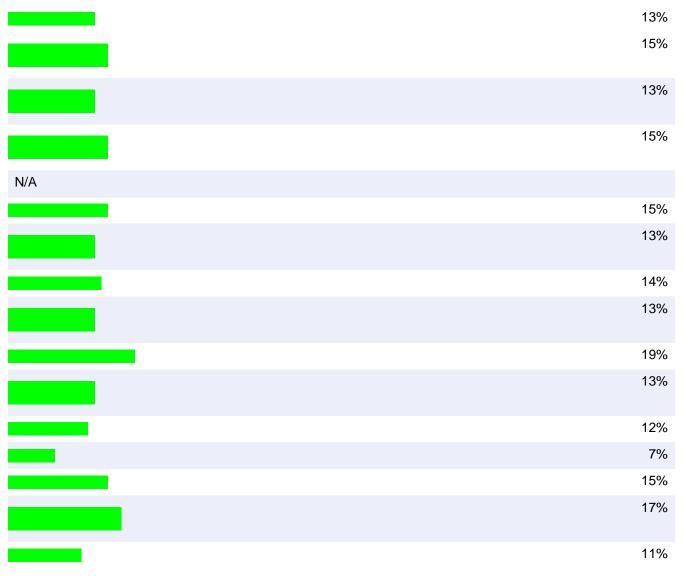
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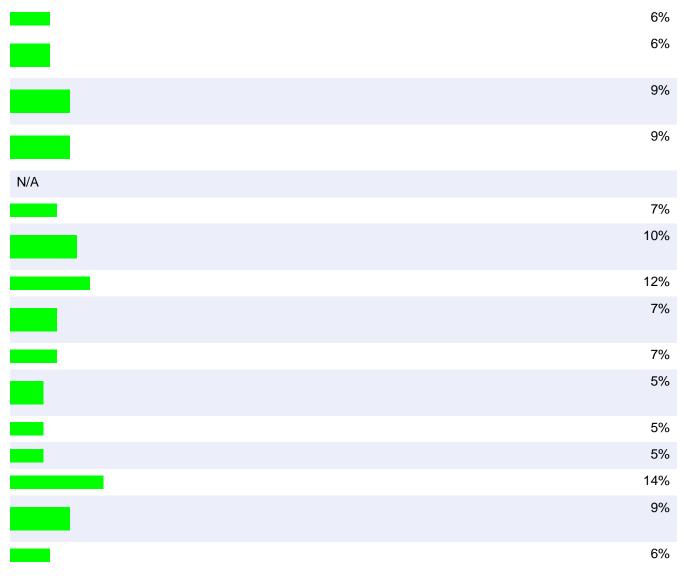
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



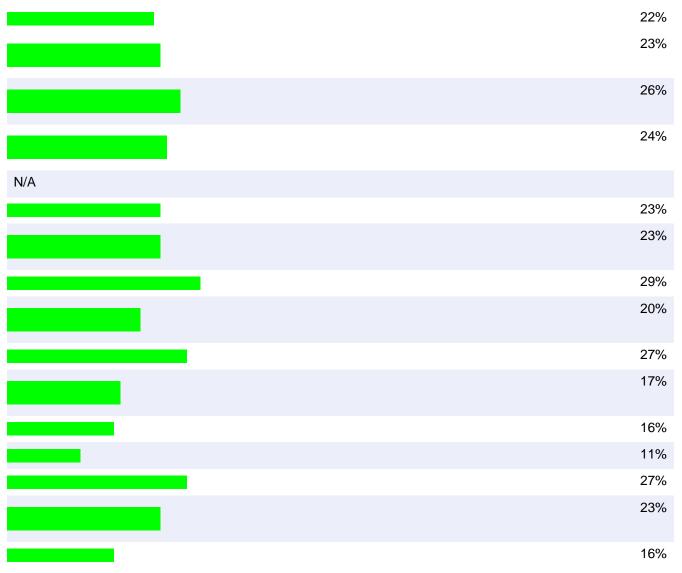
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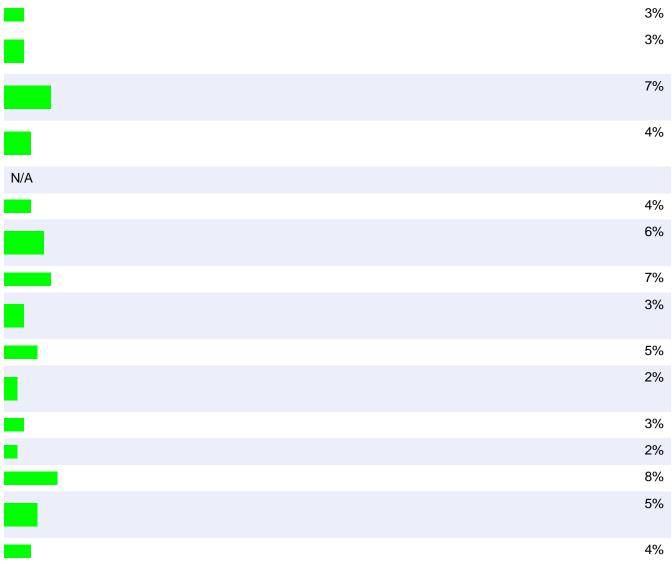
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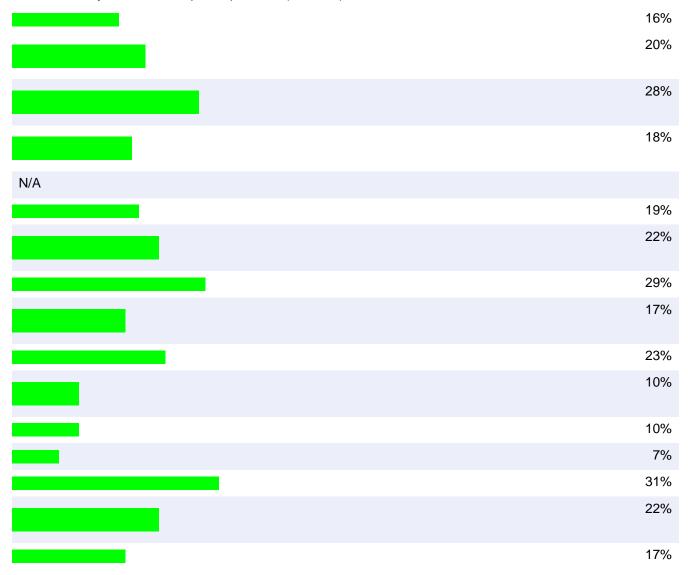
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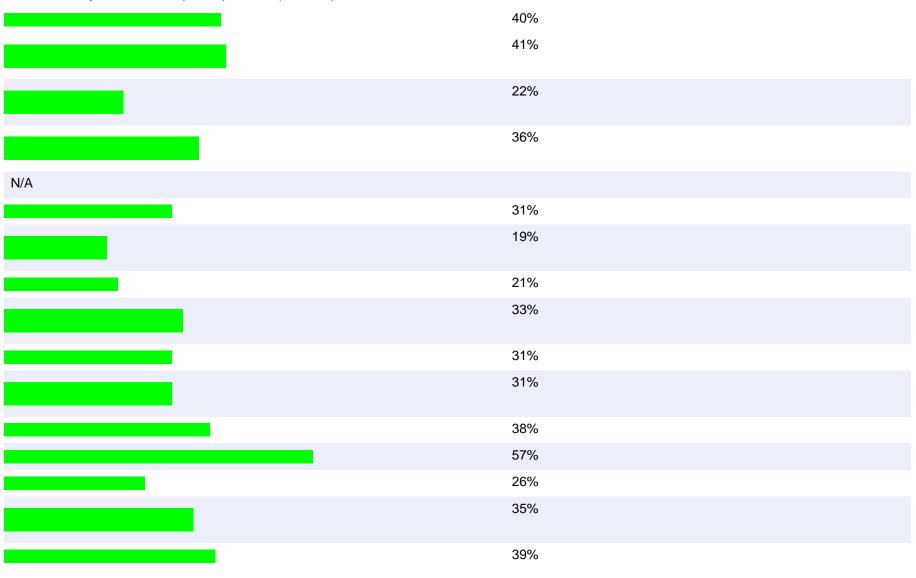
Based on Survey of Patients' Hospital Experiences (HCAHPS) 300 or more 300 or more 300 or more 300 or more N/A 300 or more 300 or more

300 or more

300 or more

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

220100         SOUTH SHORE HOSPITAL         55 FOGG ROAD           220083         BETH ISRAEL DEACONESS HOSPITAL - NEEDHAM         148 CHESTNUT STREET           220105         WINCHESTER HOSPITAL         41 HIGHLAND AVENUE           220171         LAHEY CLINIC HOSPITAL         41 & 45 MALL ROAD           220070         HALLMARK HEALTH SYSTEM         585 LEBANON STREET           470011         BRATTLEBORO MEMORIAL HOSPITAL         17 BELMONT AVE           4701304         NORTH COUNTRY HOSPITAL AND HEALTH CENTER         189 PROUTY DRIVE           471300         GRACE COTTAGE HOSPITAL PO BOX 216           470001         CENTRAL VERMONT MEDICAL CENTER         BOX 547           470001         CENTRAL VERMONT MEDICAL BOX 547           470012         SOUTHWESTERN VERMONT HOSPITAL HOHOSPITAL DRIVE           470013         NORTHWESTERN WEDICAL CENTER HOSPITAL DRIVE           470024         NORTHWESTERN MEDICAL CENTER HAS FAIRFIELD STREET INC           471302         MT ASCUTNEY HOSPITAL BOUNT HOSPITAL HOSPITAL ASSOCIATED HAS FREED HOSPITAL DRIVE HOSPITAL HOSPITAL DRIVE REGIONAL HOSPITAL HOSPITAL DRIVE REGIONAL HOSPITAL HOSPITAL DRIVE REGIONAL HOSPITAL HO	based off Survey of Fallettis Trospital Expellences (TICALIFS)		
HOSPITAL - NEEDHAM	220100	SOUTH SHORE HOSPITAL	55 FOGG ROAD
220171         LAHEY CLINIC HOSPITAL         41 & 45 MALL ROAD           220070         HALLMARK HEALTH SYSTEM         585 LEBANON STREET           470011         BRATTLEBORO MEMORIAL HOSPITAL AND HOSPITAL AND HOSPITAL AND HEALTH CENTER         17 BELMONT AVE           471304         NORTH COUNTRY HOSPITAL AND HEALTH CENTER         189 PROUTY DRIVE           471300         GRACE COTTAGE HOSPITAL PO BOX 216           470001         CENTRAL VERMONT MEDICAL CENTER         BOX 547           471307         PORTER HOSPITAL, INC         115 PORTER DRIVE           470012         SOUTHWESTERN VERMONT MEDICAL CENTER         100 HOSPITAL DRIVE           470024         NORTHWESTERN MEDICAL CENTER         133 FAIRFIELD STREET INC           471302         MT ASCUTNEY HOSPITAL         289 COUNTY ROAD           471301         GIFFORD MEDICAL CENTER         44 SOUTH MAIN STREET           471303         NORTHEASTERN VERMONT REGIONAL HOSPITAL         1315 HOSPITAL DRIVE	220083		148 CHESTNUT STREET
220070 HALLMARK HEALTH SYSTEM 585 LEBANON STREET 470011 BRATTLEBORO MEMORIAL 17 BELMONT AVE HOSPITAL 471304 NORTH COUNTRY HOSPITAL AND 189 PROUTY DRIVE HEALTH CENTER 471300 GRACE COTTAGE HOSPITAL PO BOX 216 470001 CENTRAL VERMONT MEDICAL BOX 547 CENTER 471307 PORTER HOSPITAL, INC 115 PORTER DRIVE 470012 SOUTHWESTERN VERMONT 100 HOSPITAL DRIVE 470024 NORTHWESTERN MEDICAL CENTER 133 FAIRFIELD STREET INC 471302 MT ASCUTNEY HOSPITAL 289 COUNTY ROAD 471301 GIFFORD MEDICAL CENTER 44 SOUTH MAIN STREET 471303 NORTHEASTERN VERMONT 1315 HOSPITAL DRIVE REGIONAL HOSPITAL	220105	WINCHESTER HOSPITAL	41 HIGHLAND AVENUE
470011 BRATTLEBORO MEMORIAL HOSPITAL  471304 NORTH COUNTRY HOSPITAL AND HEALTH CENTER  471300 GRACE COTTAGE HOSPITAL PO BOX 216  470001 CENTRAL VERMONT MEDICAL CENTER  471307 PORTER HOSPITAL, INC 115 PORTER DRIVE  470012 SOUTHWESTERN VERMONT MEDICAL CENTER  470024 NORTHWESTERN MEDICAL CENTER 133 FAIRFIELD STREET INC  471302 MT ASCUTNEY HOSPITAL 289 COUNTY ROAD 471301 GIFFORD MEDICAL CENTER 44 SOUTH MAIN STREET 471303 NORTHEASTERN VERMONT REGIONAL HOSPITAL 1315 HOSPITAL DRIVE	220171	LAHEY CLINIC HOSPITAL	41 & 45 MALL ROAD
HOSPITAL  471304 NORTH COUNTRY HOSPITAL AND HEALTH CENTER  471300 GRACE COTTAGE HOSPITAL PO BOX 216  470001 CENTRAL VERMONT MEDICAL BOX 547  CENTER  471307 PORTER HOSPITAL, INC 115 PORTER DRIVE  470012 SOUTHWESTERN VERMONT 100 HOSPITAL DRIVE  470024 NORTHWESTERN MEDICAL CENTER 133 FAIRFIELD STREET INC  471302 MT ASCUTNEY HOSPITAL 289 COUNTY ROAD  471301 GIFFORD MEDICAL CENTER 44 SOUTH MAIN STREET  471303 NORTHEASTERN VERMONT 1315 HOSPITAL DRIVE	220070	HALLMARK HEALTH SYSTEM	585 LEBANON STREET
HEALTH CENTER  471300 GRACE COTTAGE HOSPITAL PO BOX 216  470001 CENTRAL VERMONT MEDICAL BOX 547 CENTER  471307 PORTER HOSPITAL, INC 115 PORTER DRIVE  470012 SOUTHWESTERN VERMONT 100 HOSPITAL DRIVE  MEDICAL CENTER  470024 NORTHWESTERN MEDICAL CENTER 133 FAIRFIELD STREET INC  471302 MT ASCUTNEY HOSPITAL 289 COUNTY ROAD  471301 GIFFORD MEDICAL CENTER 44 SOUTH MAIN STREET  471303 NORTHEASTERN VERMONT 1315 HOSPITAL DRIVE	470011		17 BELMONT AVE
470001 CENTRAL VERMONT MEDICAL CENTER  471307 PORTER HOSPITAL, INC 115 PORTER DRIVE  470012 SOUTHWESTERN VERMONT 100 HOSPITAL DRIVE MEDICAL CENTER  470024 NORTHWESTERN MEDICAL CENTER 133 FAIRFIELD STREET INC  471302 MT ASCUTNEY HOSPITAL 289 COUNTY ROAD 471301 GIFFORD MEDICAL CENTER 44 SOUTH MAIN STREET  471303 NORTHEASTERN VERMONT 1315 HOSPITAL DRIVE REGIONAL HOSPITAL	471304		189 PROUTY DRIVE
CENTER 471307 PORTER HOSPITAL, INC 115 PORTER DRIVE 470012 SOUTHWESTERN VERMONT 100 HOSPITAL DRIVE MEDICAL CENTER 470024 NORTHWESTERN MEDICAL CENTER 133 FAIRFIELD STREET INC 471302 MT ASCUTNEY HOSPITAL 289 COUNTY ROAD 471301 GIFFORD MEDICAL CENTER 44 SOUTH MAIN STREET 471303 NORTHEASTERN VERMONT 1315 HOSPITAL DRIVE	471300	GRACE COTTAGE HOSPITAL	PO BOX 216
470012 SOUTHWESTERN VERMONT 100 HOSPITAL DRIVE MEDICAL CENTER 470024 NORTHWESTERN MEDICAL CENTER 133 FAIRFIELD STREET INC 471302 MT ASCUTNEY HOSPITAL 289 COUNTY ROAD 471301 GIFFORD MEDICAL CENTER 44 SOUTH MAIN STREET 471303 NORTHEASTERN VERMONT 1315 HOSPITAL DRIVE REGIONAL HOSPITAL	470001		BOX 547
MEDICAL CENTER  470024 NORTHWESTERN MEDICAL CENTER 133 FAIRFIELD STREET INC  471302 MT ASCUTNEY HOSPITAL 289 COUNTY ROAD  471301 GIFFORD MEDICAL CENTER 44 SOUTH MAIN STREET  471303 NORTHEASTERN VERMONT 1315 HOSPITAL DRIVE REGIONAL HOSPITAL	471307	PORTER HOSPITAL, INC	115 PORTER DRIVE
INC  471302 MT ASCUTNEY HOSPITAL 289 COUNTY ROAD  471301 GIFFORD MEDICAL CENTER 44 SOUTH MAIN STREET  471303 NORTHEASTERN VERMONT 1315 HOSPITAL DRIVE REGIONAL HOSPITAL	470012		100 HOSPITAL DRIVE
471301 GIFFORD MEDICAL CENTER 44 SOUTH MAIN STREET  471303 NORTHEASTERN VERMONT 1315 HOSPITAL DRIVE REGIONAL HOSPITAL	470024		133 FAIRFIELD STREET
471303 NORTHEASTERN VERMONT 1315 HOSPITAL DRIVE REGIONAL HOSPITAL	471302	MT ASCUTNEY HOSPITAL	289 COUNTY ROAD
REGIONAL HOSPITAL	471301	GIFFORD MEDICAL CENTER	44 SOUTH MAIN STREET
470005 RUTLAND REGIONAL MEDICAL 160 ALLEN ST	471303		1315 HOSPITAL DRIVE
	470005	RUTLAND REGIONAL MEDICAL	160 ALLEN ST

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients Hospital Experiences (HCAHPS)		
	SOUTH WEYMOUTH	MA
	NEEDHAM	MA
	WINCHESTER	MA
	BURLINGTON	MA
	MELROSE	MA
	BRATTLEBORO	VT
	NEWPORT	VT
	TOWNSHEND	VT
	BARRE	VT
	MIDDLEBURY	VT
	BENNINGTON	VT
	SAINT ALBANS	VT
	WINDSOR	VT
	RANDOLPH	VT
	SAINT JOHNSBURY	VT
	RUTLAND	VT

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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02190	NORFOLK	7813408000
02494	NORFOLK	7814533000
01890	MIDDLESEX	7817299000
01803	MIDDLESEX	7817445100
02176	MIDDLESEX	7819793000
05301	WINDHAM	8022570341
05855	ORLEANS	8023347331
05353	WINDHAM	8023657920
05641	WASHINGTON	8023714100
05753	ADDISON	8023884701
05201	BENNINGTON	8024426361
05478	FRANKLIN	8025241231
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05060	ORANGE	8027284441
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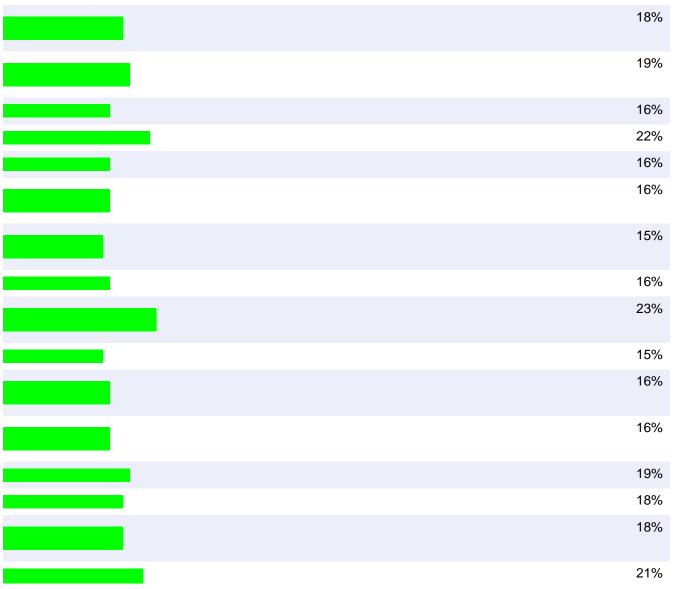
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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		4%
		6%
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		4%
		3%
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		3%
_		4%
		2%
		2%
		2%
		3%
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		3%

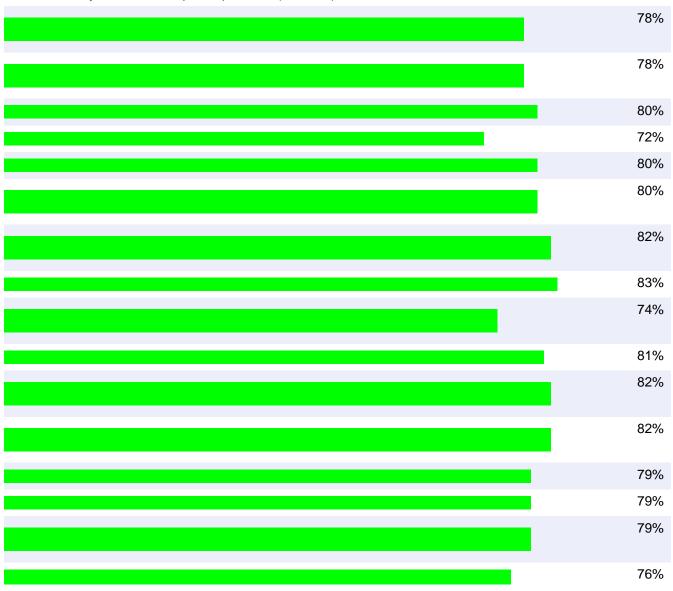
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



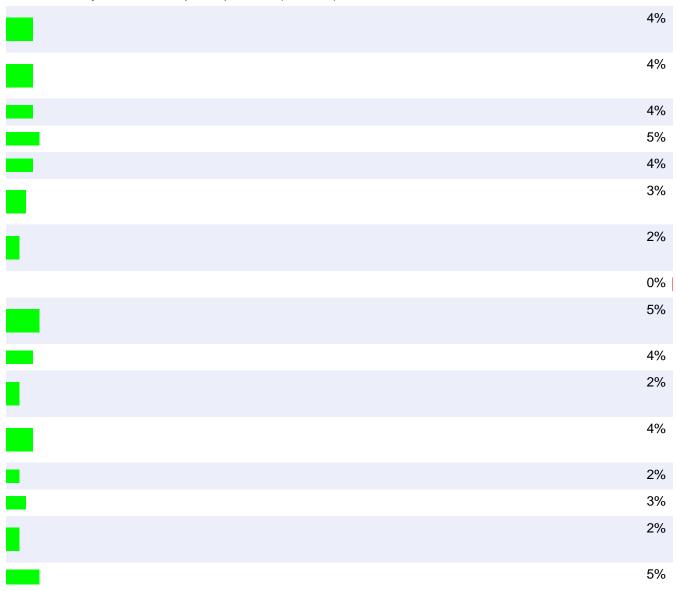
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Garvey of Fationic Free plant Experiences (Fe/Fill C)	
	17%
	17%
	15%
	18%
	15%
	16%
	10%
	12%
	19%
	11%
	13%
	14%
	13%
	17%
	13%
	16%

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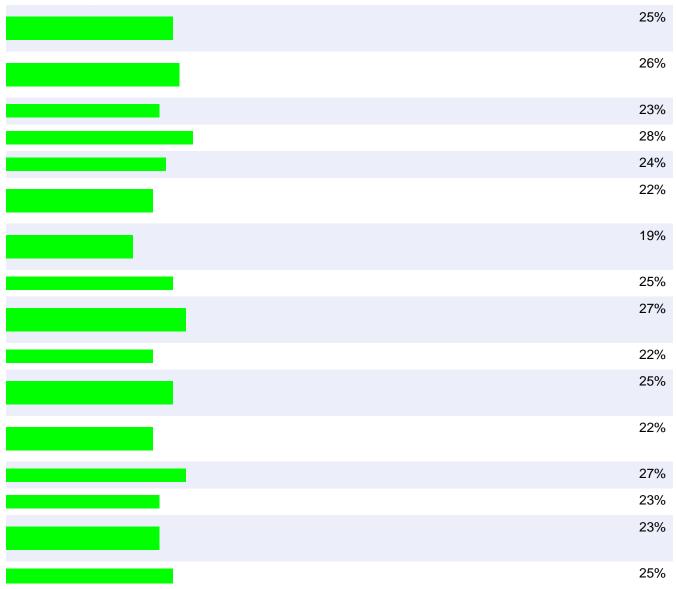
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Dated on Garyer of Patiente Prophar Experiences (1107 till 6)	
	10%
	8%
	10%
	16%
	9%
	6%
	6%
	0%
	7%
	10%
	4%
	8%
	4%
	7%
	5%
	6%

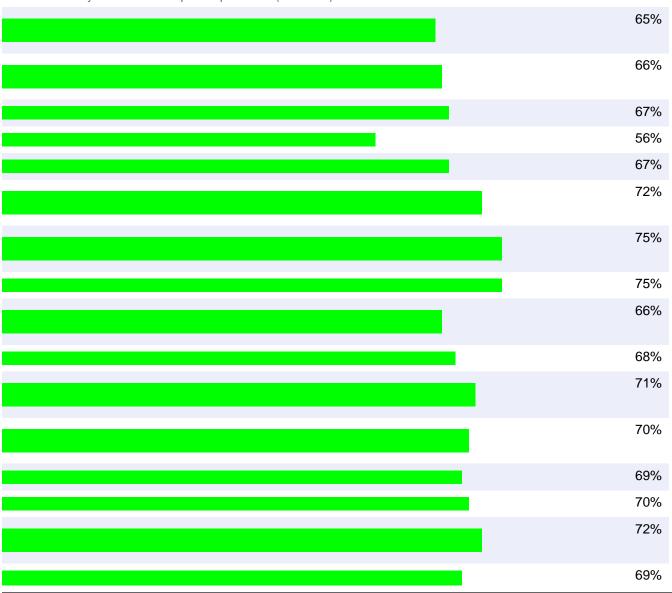
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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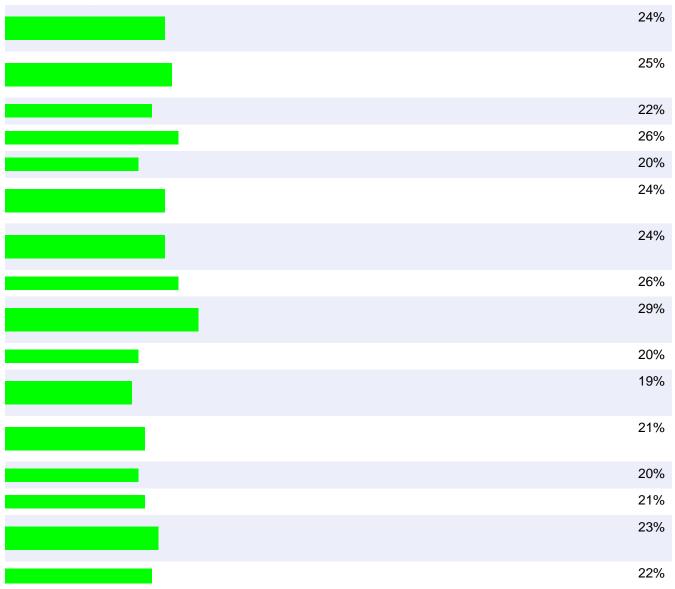
Page 284 of 374 07/26/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Paced on Carvey of Fationic Freeholds (Fig. 11)	
	6%
	6%
	7%
	11%
	5%
	5%
	4%
	1%
	7%
	7%
	5%
	5%
	2%
	7%
	5%
	4%

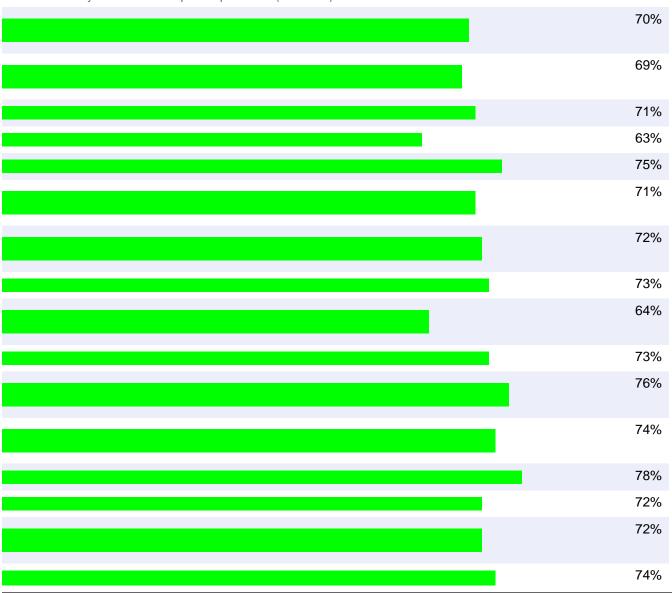
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



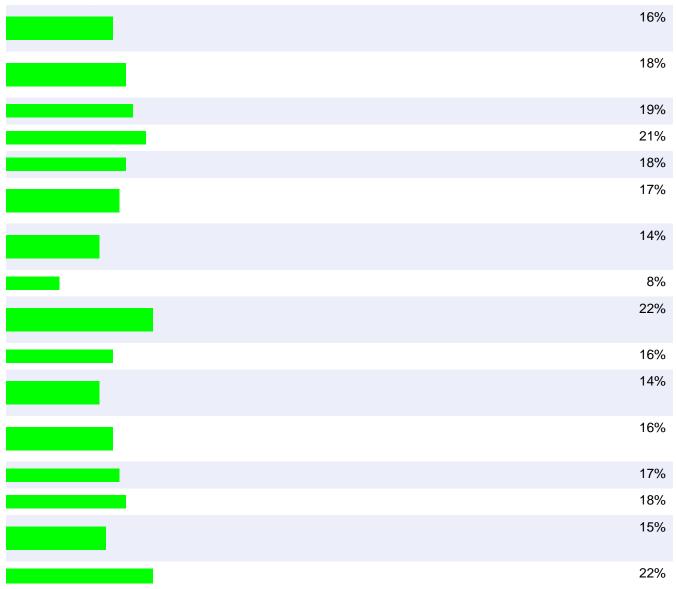
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



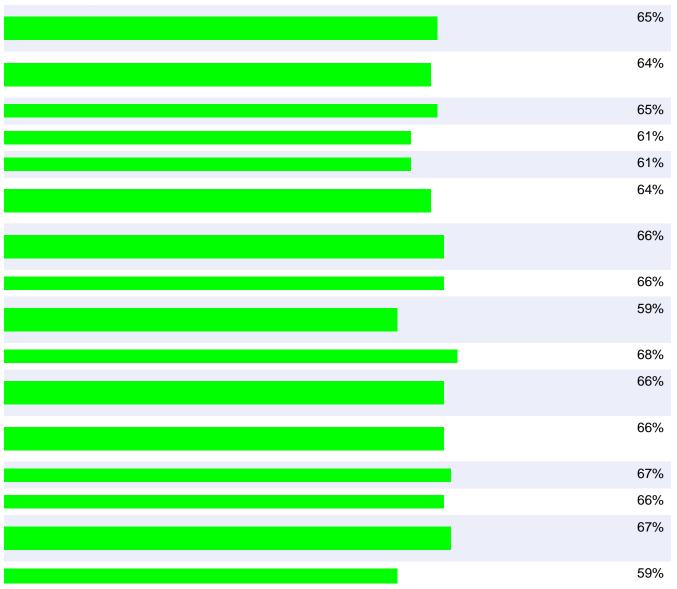
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based of Survey of Fatients Trospital Experiences (FIGATIFS)	
	19%
	18%
	16%
	18%
	21%
	19%
	20%
	26%
	19%
	16%
	20%
	18%
	16%
	16%
	18%
	19%

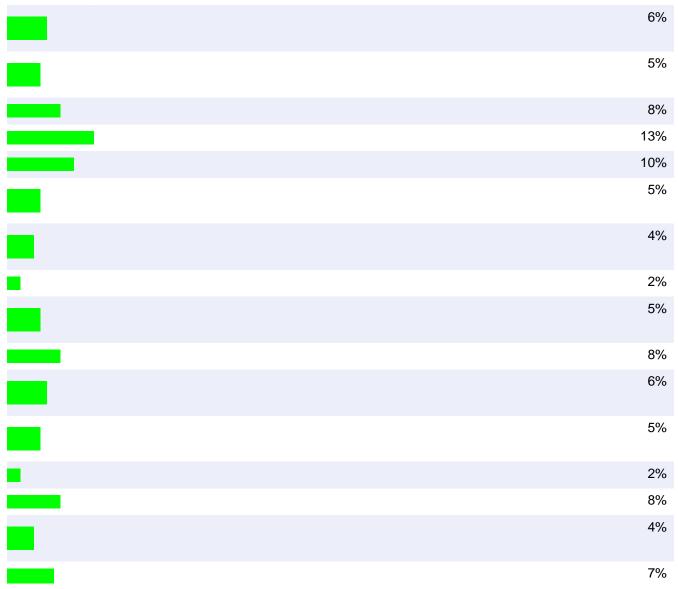
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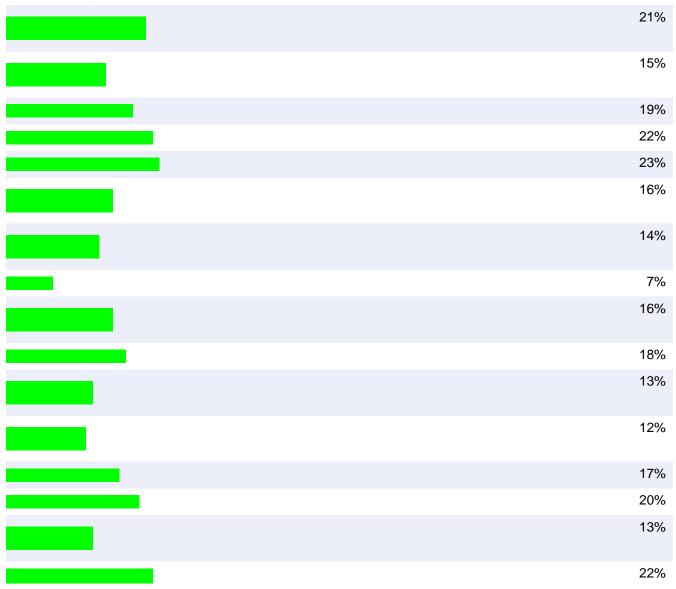
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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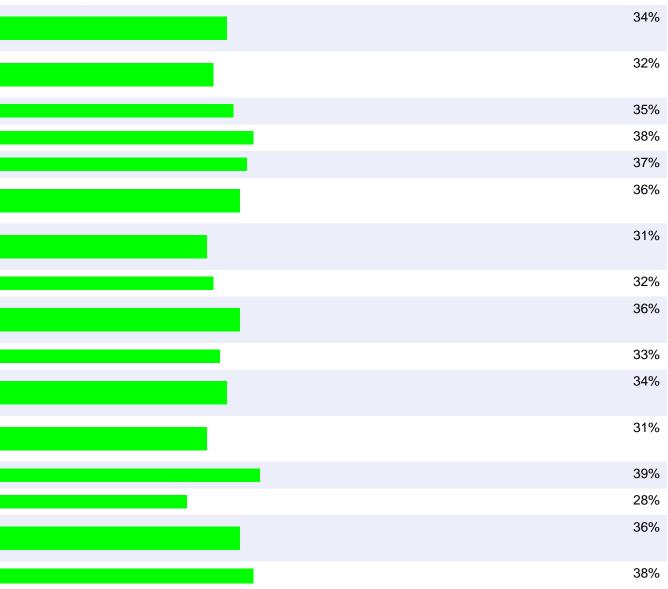
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Bassa on Survey of Fationic Propher Experiences (Fig. 11)	
	14%
	18%
	16%
	18%
	12%
	12%
	9%
	7%
	10%
	12%
	13%
	8%
	11%
	11%
	7%
	13%

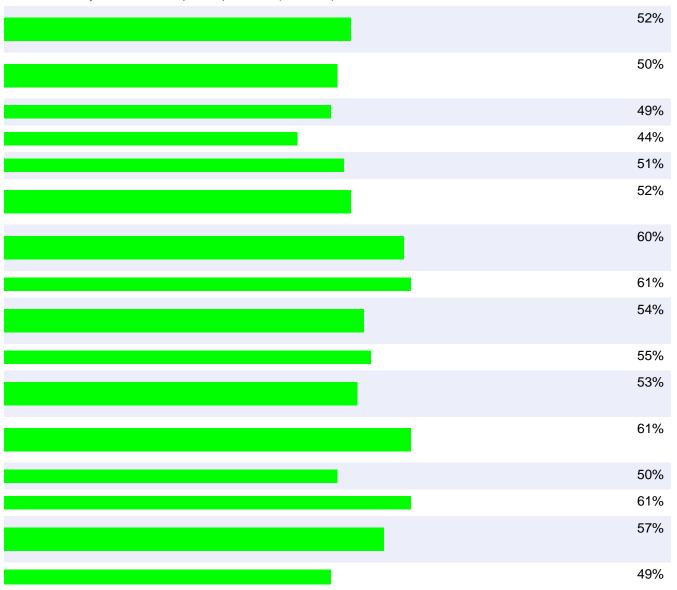
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Garvey of Fationia Floopital Experiences (Florial G)	
	12%
	17%
	16%
	15%
	16%
	18%
	10%
	15%
	13%
	12%
	14%
	12%
	12%
	13%
	13%
	14%

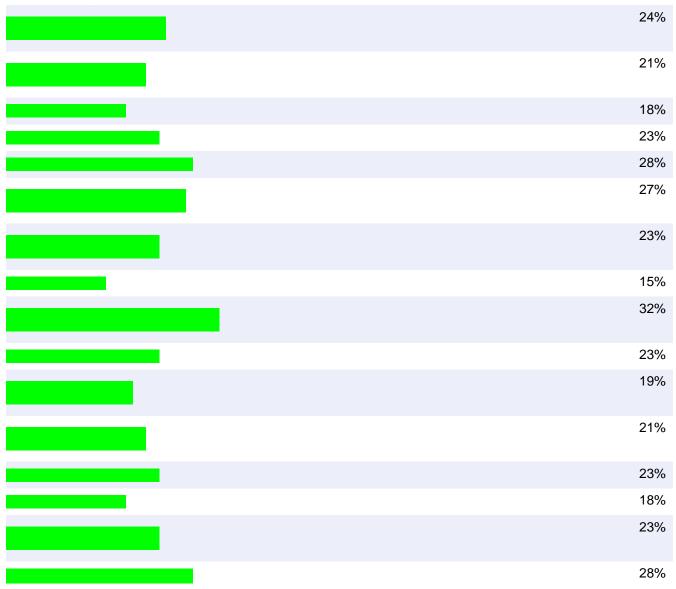
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

- 1000 cm common confirmation (100 cm c)	
	7%
	7%
	7%
	9%
	7%
	6%
	6%
	2%
	6%
	8%
	5%
	5%
	4%
	7%
	8%
	8%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



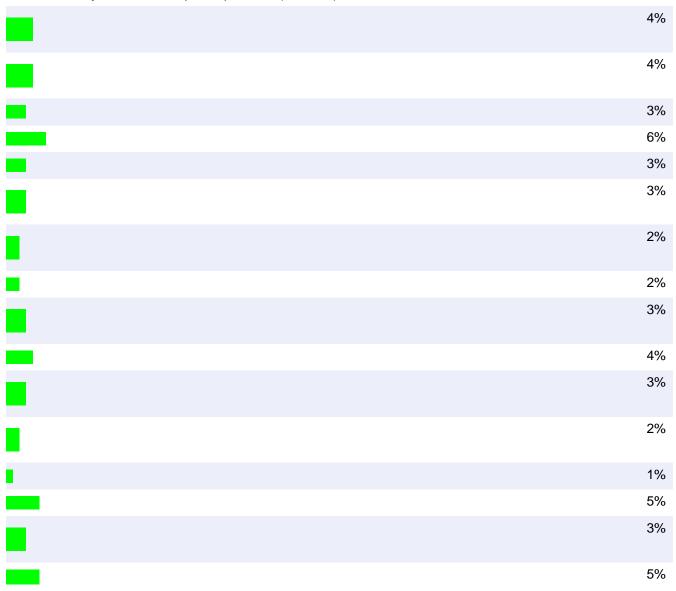
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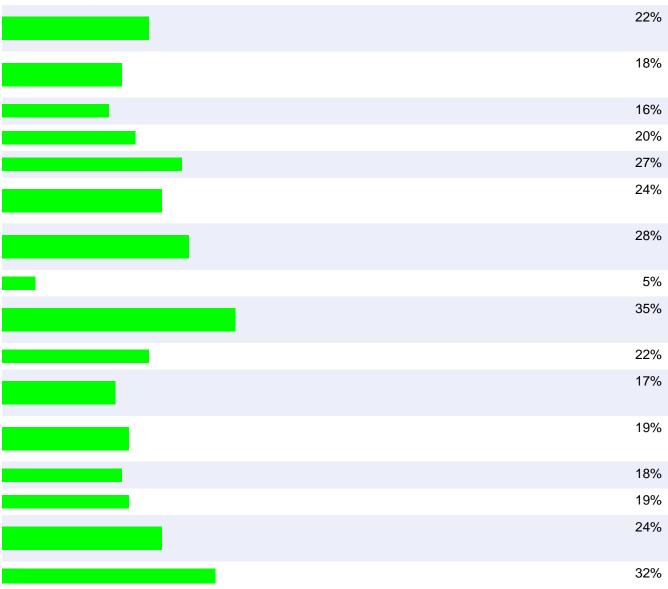
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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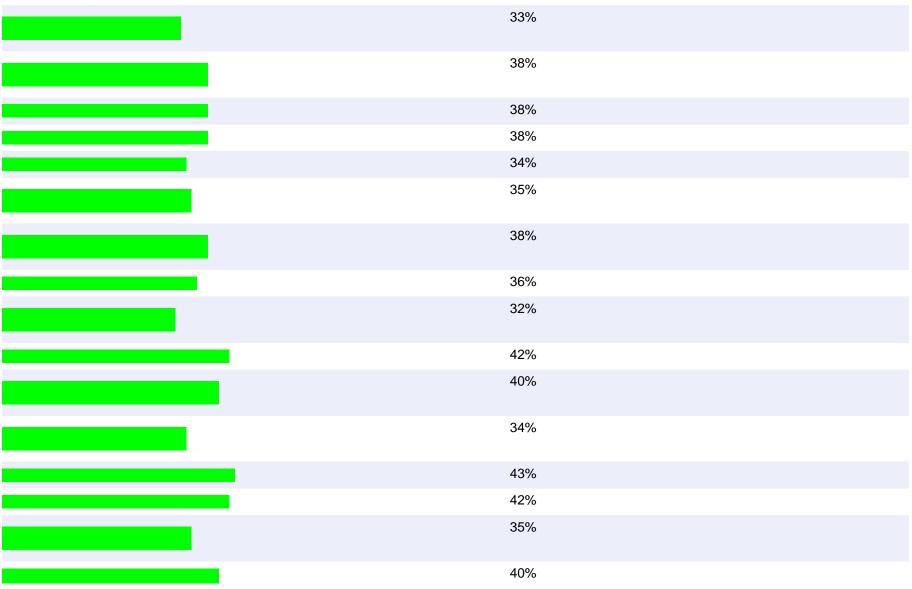
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

·	-		
300 or more			
Fewer than 100			
300 or more			
Between 100 and 299			
300 or more			
300 or more			
300 or more			

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Badda dir darvoy dir allorito ridopital Exponditodo (110711111 0)		
	CENTER	
470003	FLETCHER ALLEN HOSPITAL OF VERMONT	111 COLCHESTER AVE
471306	SPRINGFIELD HOSPITAL	PO BOX 2003
471305	COPLEY HOSPITAL	528 WASHINGTON HIGHWAY
070035	HOSPITAL OF CENTRAL CONNECTICUT, THE	100 GRAND STREET
070020	MIDDLESEX HOSPITAL	28 CRESCENT ST
070015	NEW MILFORD HOSPITAL	21 ELM ST
070004	SHARON HOSPITAL	50 HOSPITAL HILL ROAD, PO BOX 789
070007	LAWRENCE & MEMORIAL HOSPITAL	365 MONTAUK AVE
070021	WINDHAM COMM MEM HOSP & HATCH HOSP	112 MANSFIELD AVE
070011	CHARLOTTE HUNGERFORD HOSPITAL	540 LITCHFIELD ST
070040	HEBREW HOME AND HOSPITAL INC	1 ABRAHMS BOULEVARD
070025	HARTFORD HOSPITAL	80 SEYMOUR STREET
070029	BRISTOL HOSPITAL	BREWSTER RD
070027	MANCHESTER MEMORIAL HOSPITAL	71 HAYNES ST
070036	JOHN DEMPSEY HOSPITAL	263 FARMINGTON AVE
070008	JOHNSON MEMORIAL HOSPITAL	201 CHESTNUT HILL RD

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

BURLINGTON	VT
SPRINGFIELD	VT
MORRISVILLE	VT
NEW BRITAIN	CT
MIDDLETOWN	CT
NEW MILFORD	CT
SHARON	CT
NEW LONDON	CT
WILLIMANTIC	CT
TORRINGTON	CT
WEST HARTFORD	CT
HARTFORD	CT
BRISTOL	CT
MANCHESTER	CT
FARMINGTON	СТ
STAFFORD SPRINGS	СТ

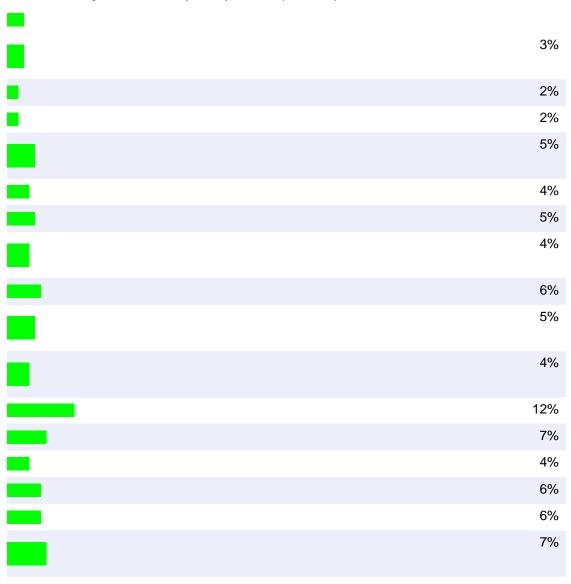
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

05401	CHITTENDEN	8028470000
05156	WINDSOR	8028852151
05661	LAMOILLE	8028884231
06050	HARTFORD	8602245011
06457	MIDDLESEX	8603446000
06776	LITCHFIELD	8603552611
06069	LITCHFIELD	8603644228
06320	NEW LONDON	8604420711
06226	WINDHAM	8604569116
06790	LITCHFIELD	8604966666
06117	HARTFORD	8605233800
06102	HARTFORD	8605455000
06010	HARTFORD	8605853000
06040	HARTFORD	8606474780
06032	HARTFORD	8606791145
06076	TOLLAND	8606844251

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

		20%	6
		16%	6
		17%	
		20%	6
		18%	6
		17%	6
		18%	6
		19%	6
		18%	6
		18%	6
		20%	6
		22%	6
		16%	6
		20%	6
		21%	6
		20%	6

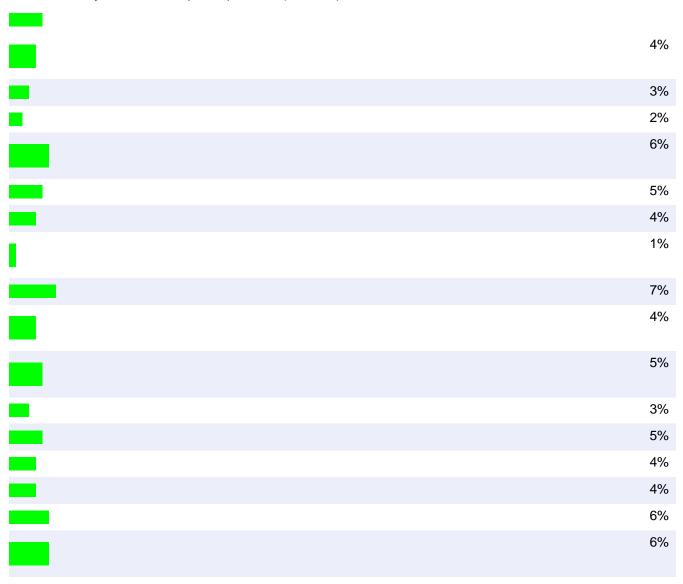
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



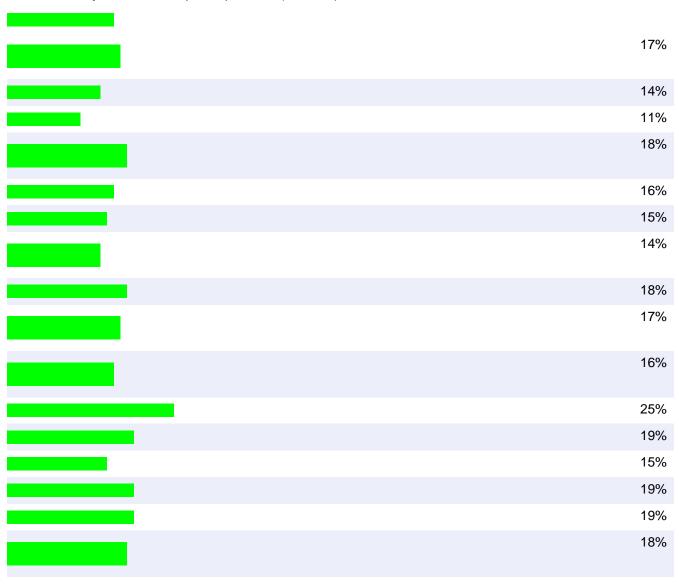
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



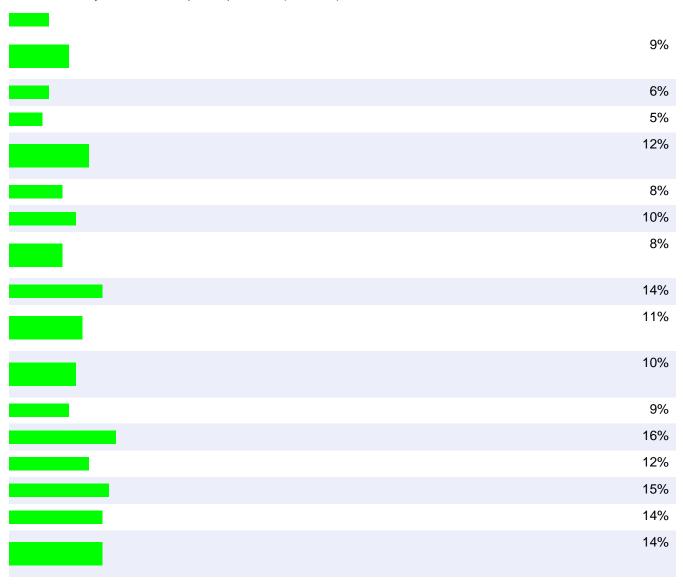
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



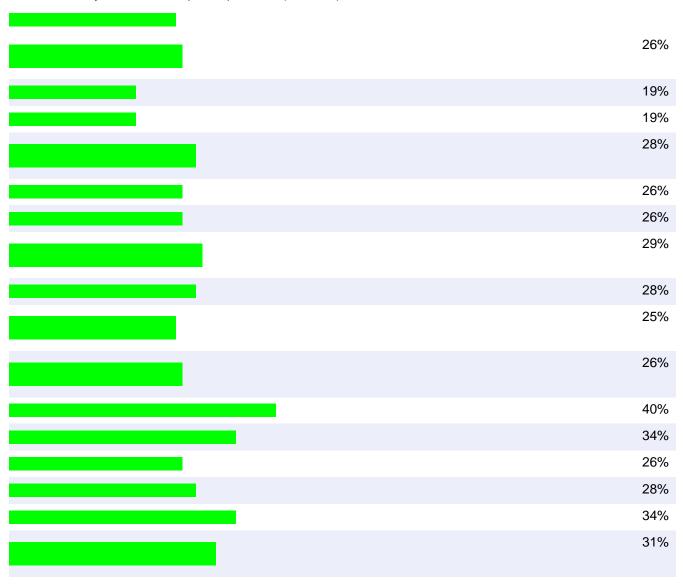
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



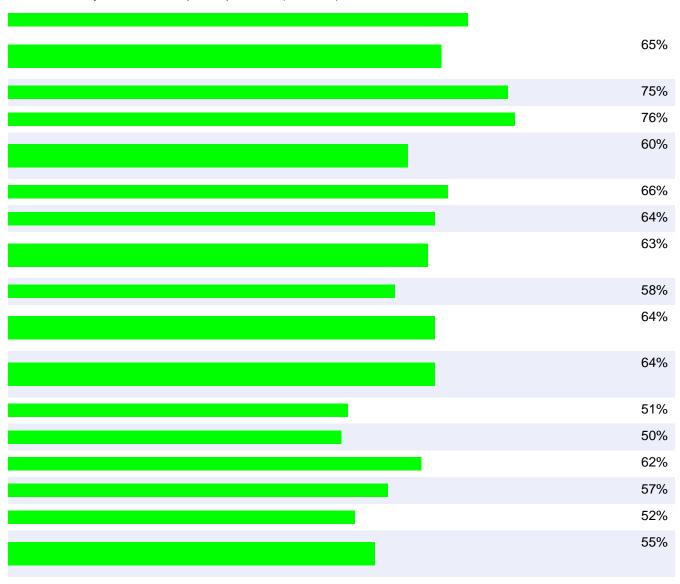
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



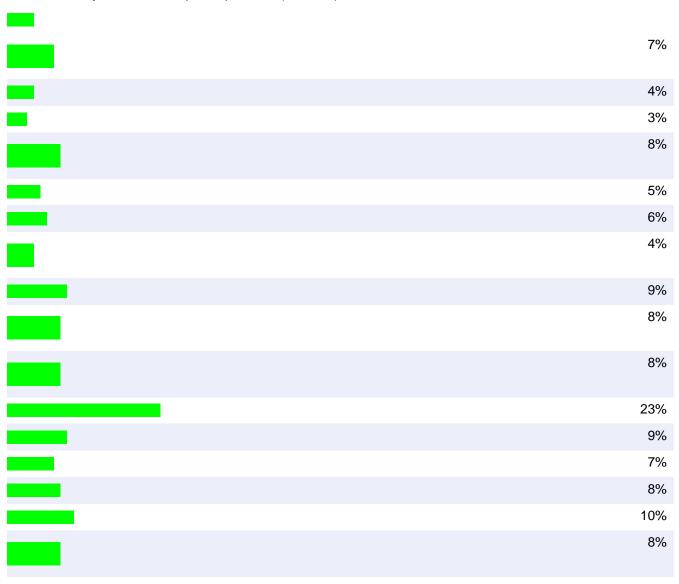
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



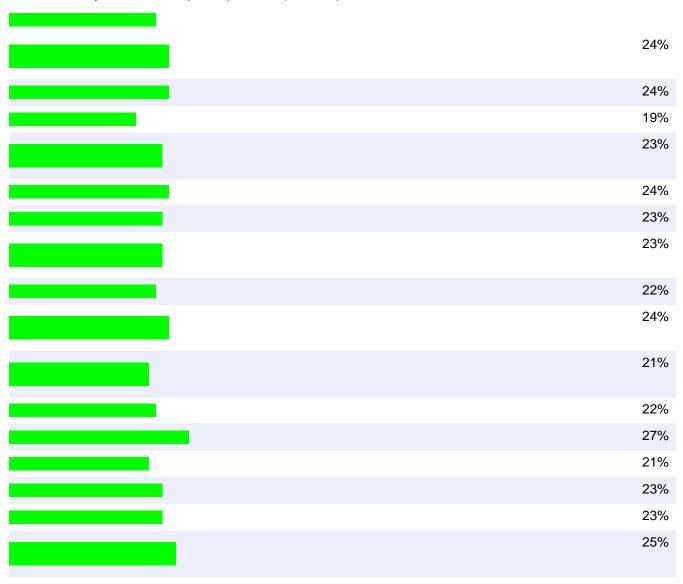
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



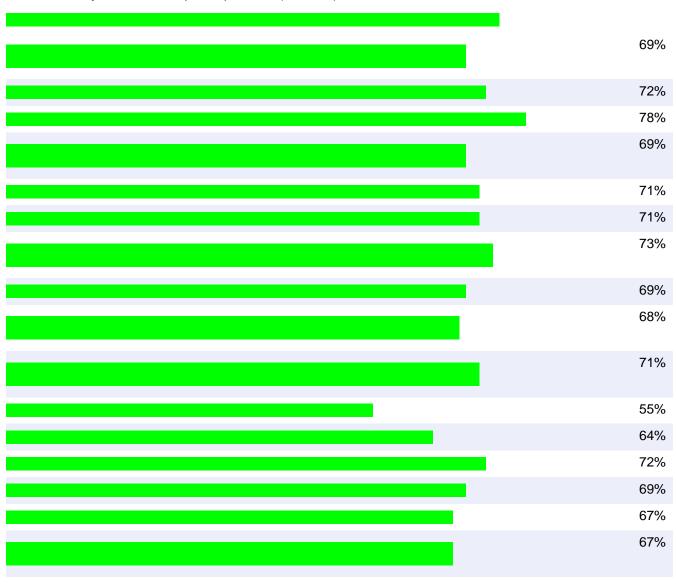
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



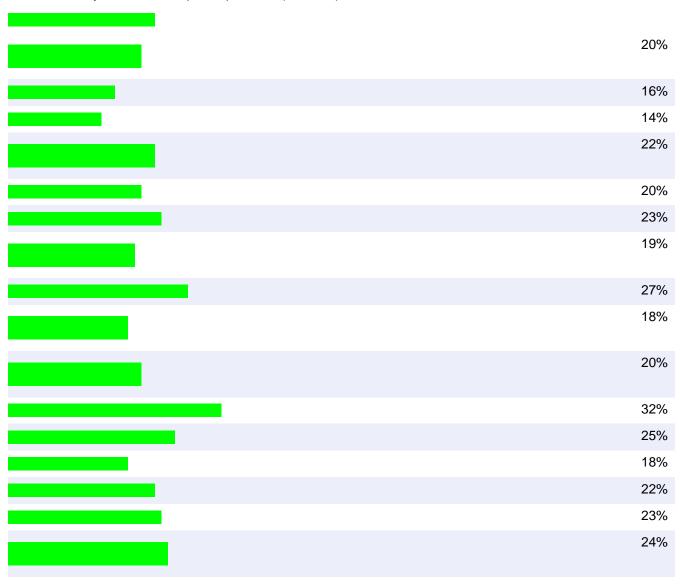
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



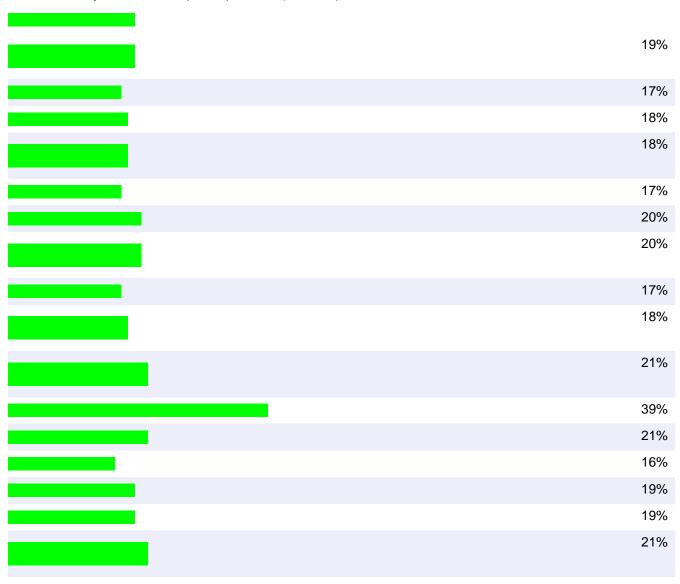
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



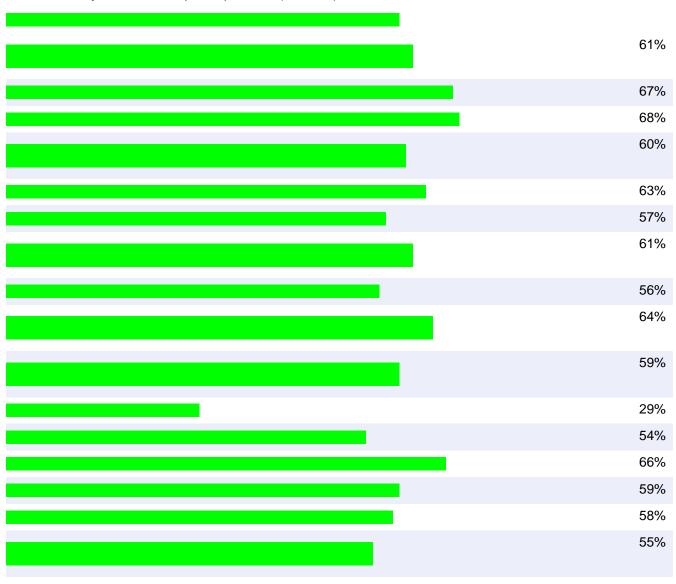
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



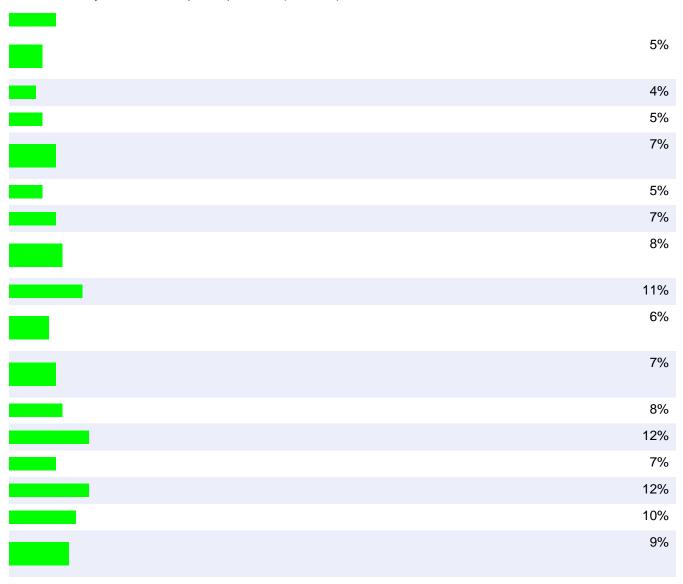
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



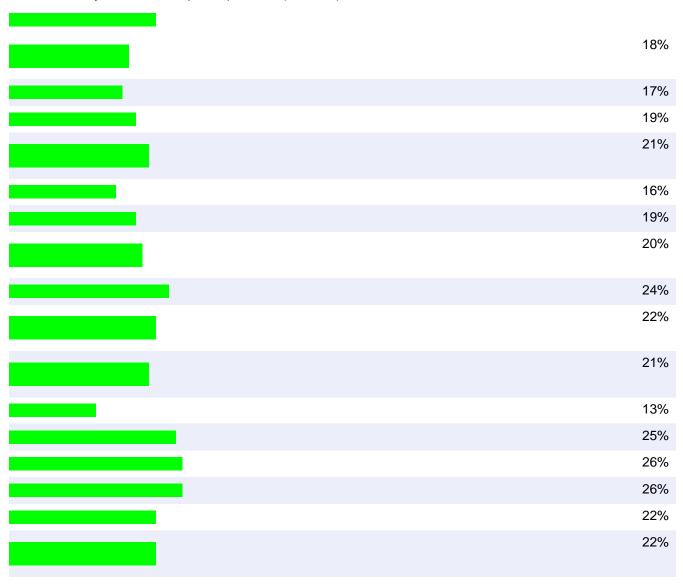
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



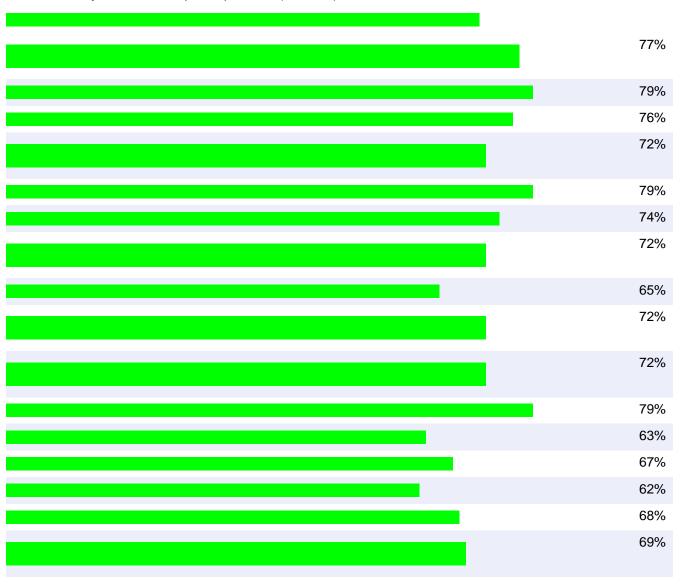
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



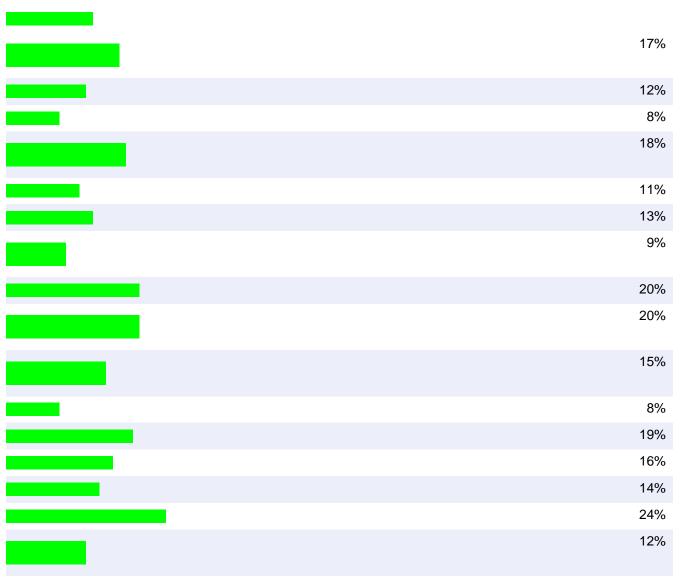
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



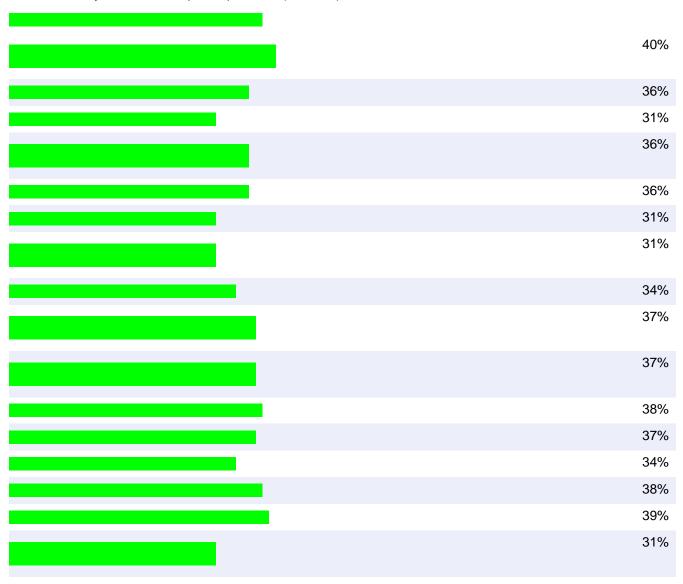
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



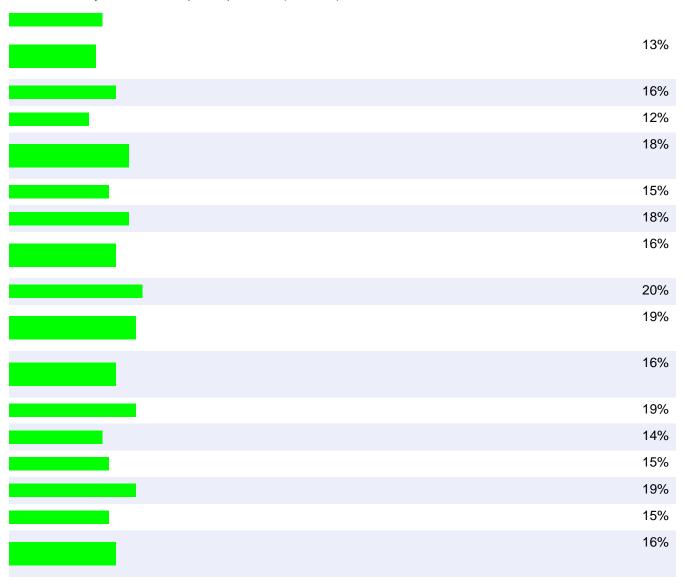
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



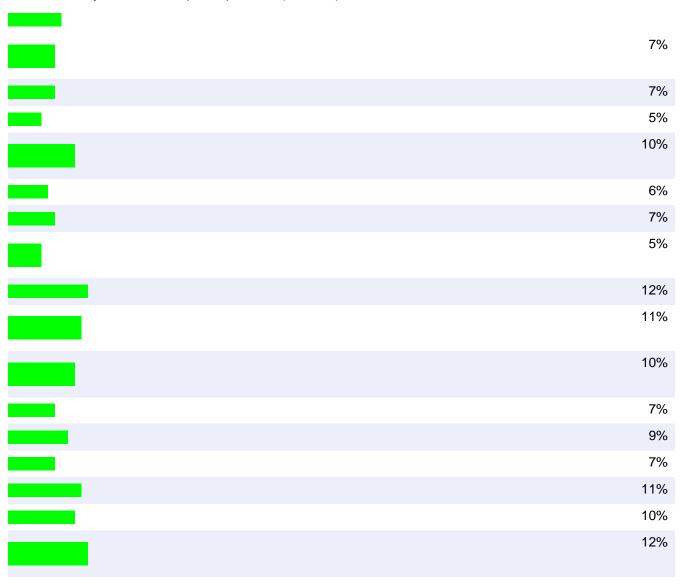
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



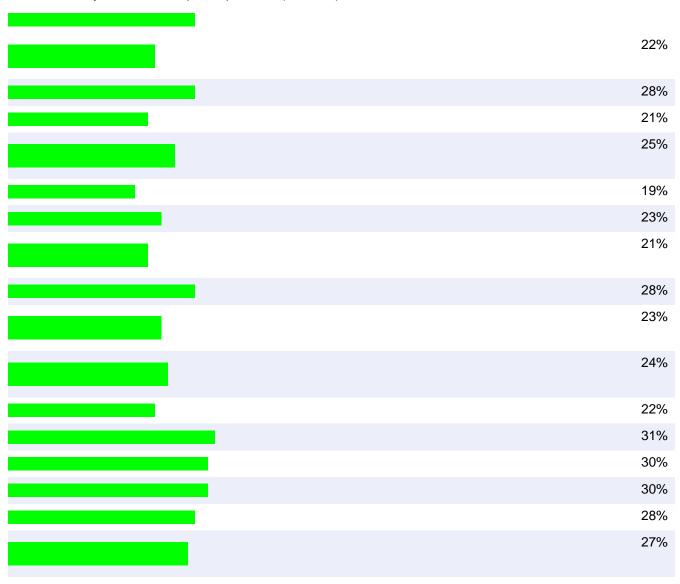
Page 332 of 374 07/26/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



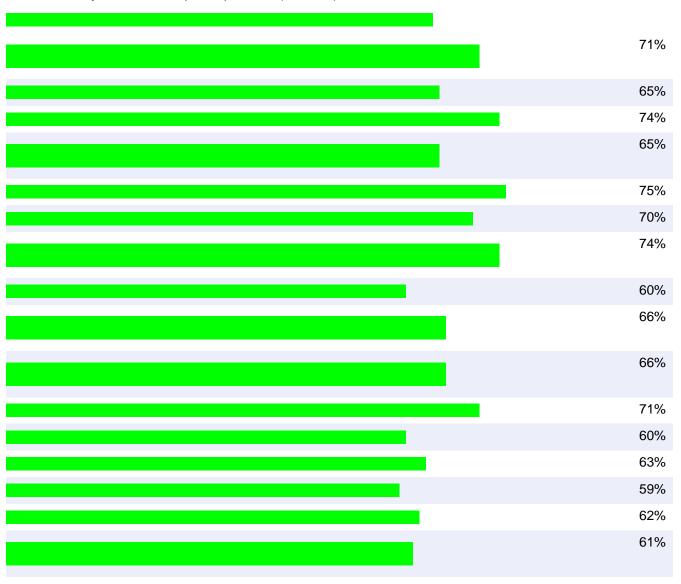
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



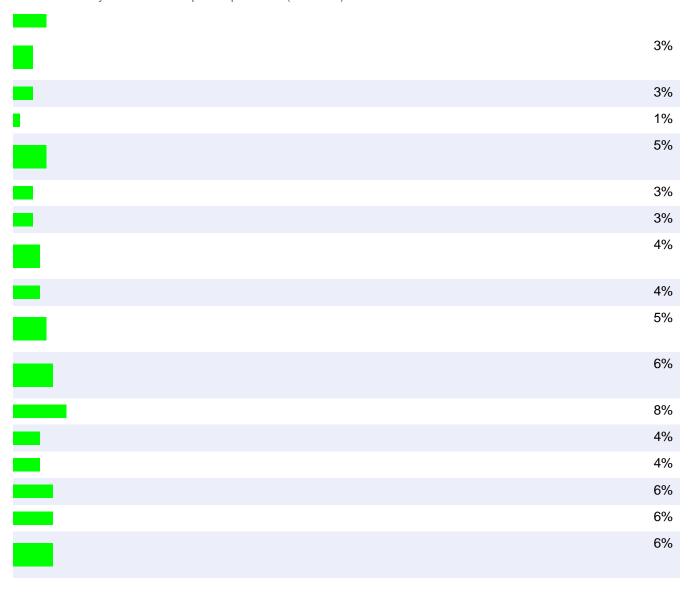
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



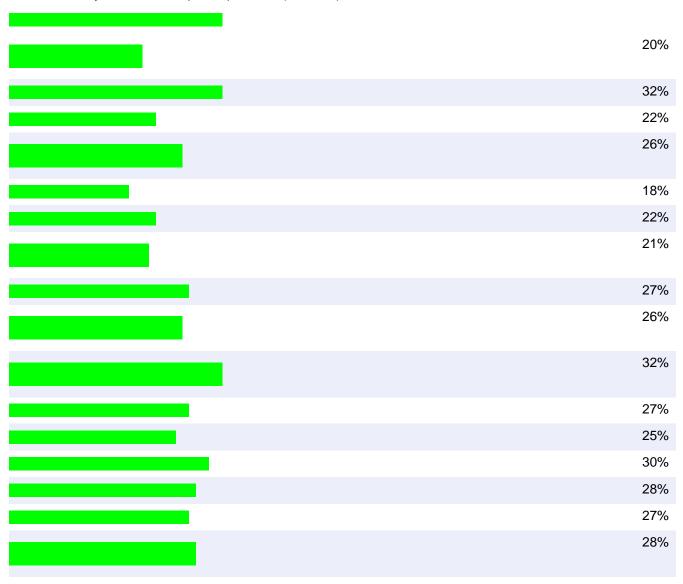
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



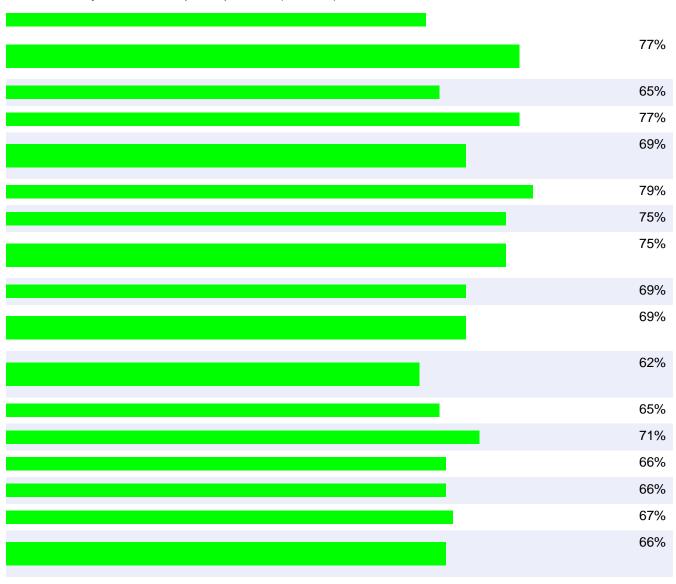
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



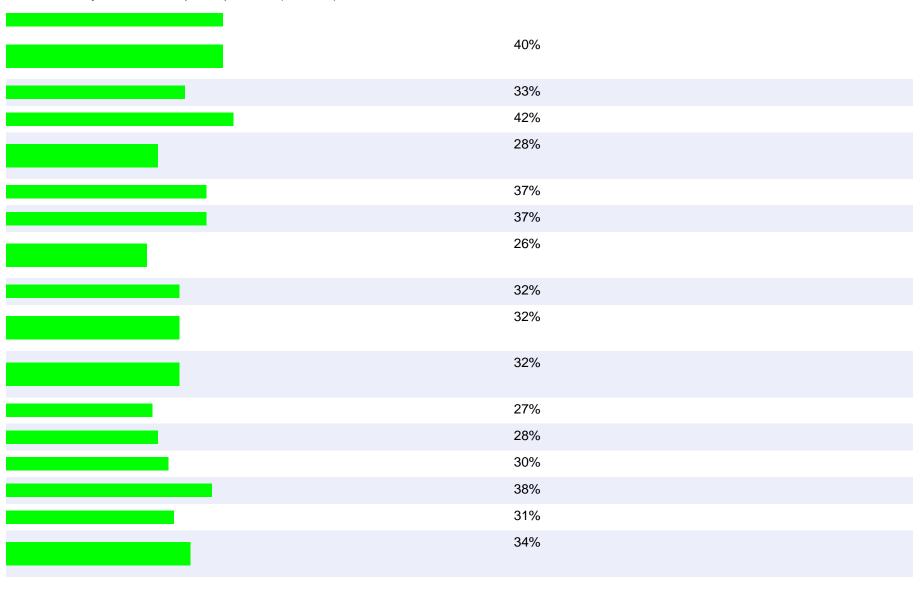
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more
Fewer than 100
300 or more

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

070002	ST FRANCIS HOSPITAL & MEDICAL CENTER	114 WOODLAND STREET
070012	ROCKVILLE GENERAL HOSPITAL	31 UNION ST
070024	WILLIAM W BACKUS HOSPITAL	326 WASHINGTON ST
070003	DAY KIMBALL HOSPITAL	320 POMFRET STREET
221303	ATHOL MEMORIAL HOSPITAL	2033 MAIN STREET
220058	CLINTON HOSPITAL ASSOCIATION	201 HIGHLAND STREET
220084	EMERSON HOSPITAL	OLD ROAD TO 9 ACRE CORNER
220174	MERRIMACK VALLEY HOSPITAL	140 LINCOLN AVENUE
220082	SAINTS MEDICAL CENTER INC	1 HOSPITAL DRIVE
220029	ANNA JAQUES HOSPITAL	25 HIGHLAND AVENUE
220001	HEALTHALLIANCE HOSPITALS, INC	60 HOSPITAL ROAD
220095	HEYWOOD HOSPITAL	242 GREEN STREET
220010	LAWRENCE GENERAL HOSPITAL	ONE GENERAL STREET
220080	HOLY FAMILY HOSPITAL, A CARITAS FAMILY HOSPITAL	70 EAST STREET
220035	NORTH SHORE MEDICAL CENTER	81 HIGHLAND AVENUE
220098	NASHOBA VALLEY MEDICAL CENTER	200 GROTON ROAD
220033	BEVERLY HOSPITAL CORPORATION	85 HERRICK STREET
220063	LOWELL GENERAL HOSPITAL	295 VARNUM AVENUE

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

HARTFORD	СТ
ROCKVILLE	CT
NORWICH	CT
PUTNAM	CT
ATHOL	MA
CLINTON	MA
W CONCORD	MA
HAVERHILL	MA
LOWELL	MA
NEWBURYPORT	MA
LEOMINSTER	MA
GARDNER	MA
LAWRENCE	MA
METHUEN	MA
SALEM	MA
AYER	MA
BEVERLY	MA
LOWELL	MA

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

06105	HARTFORD	8607144000
06066	TOLLAND	8608725160
06360	NEW LONDON	8608898331
06260	WINDHAM	8609286541
01331	WORCESTER	9782493511
01510	WORCESTER	9783683000
01742	MIDDLESEX	9783691400
01830	ESSEX	9783742000
01852	MIDDLESEX	9784581411
01950	ESSEX	9784631000
01453	WORCESTER	9784662000
01440	WORCESTER	9786323420
01842	ESSEX	9786834000
01844	ESSEX	9786870156
01970	ESSEX	9787411215
01432	MIDDLESEX	9787849000
01915	ESSEX	9789223000
01854	MIDDLESEX	9789376000

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	6%
N/A	5%
	5%
	4%
N/A	
	2%
	4%
	6%
	5%
	4%
	4%
	4%
	7%
	4%
	5%
	4%
	4%
	4%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	22%
	18%
	21%
	17%
N/A	
	13%
	15%
	20%
	17%
	17%
	18%
	19%
	18%
	19%
	20%
	18%
	18%
	17%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



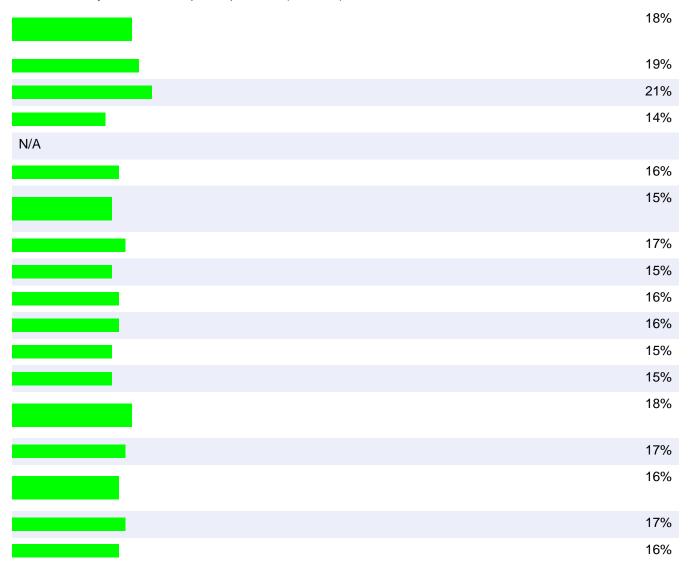
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	5%
N/A	6%
	5%
	4%
	4%
	3%
	5%
	4%
	4%
	5%
	5%
	7%
	3%
	7%
	5%
	5%
	6%

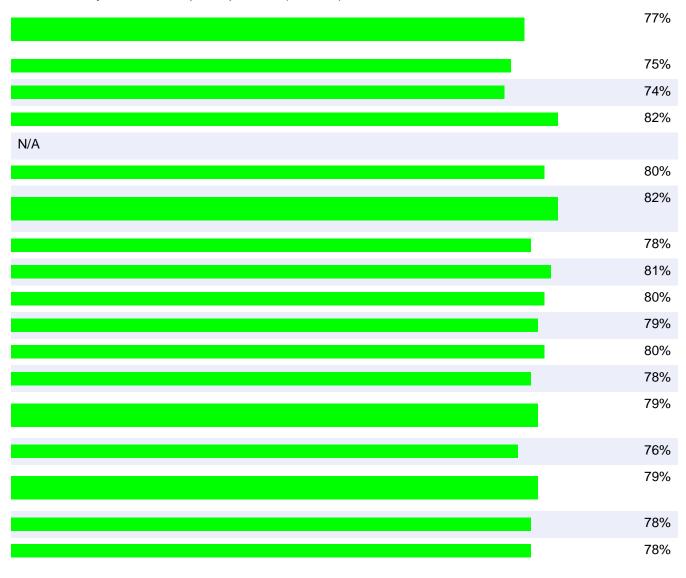
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



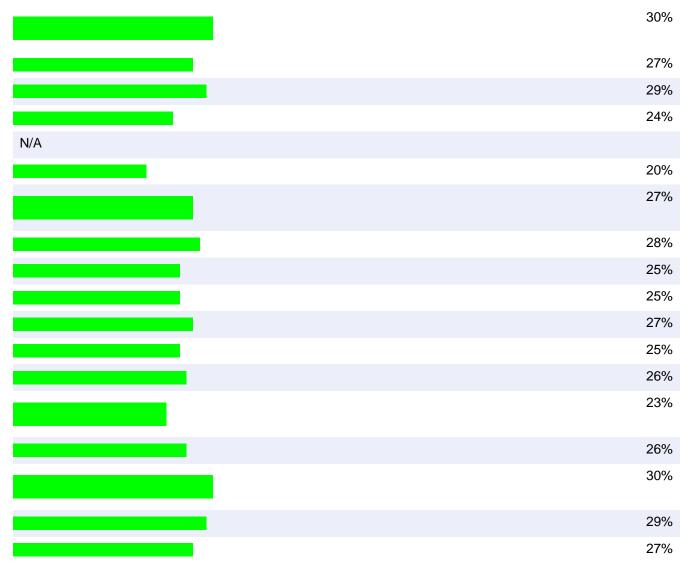
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	15%
	10%
	11%
	9%
N/A	
	4%
	9%
	10%
	10%
	7%
	11%
	11%
	14%
	14%
	11%
	11%
	8%
	12%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



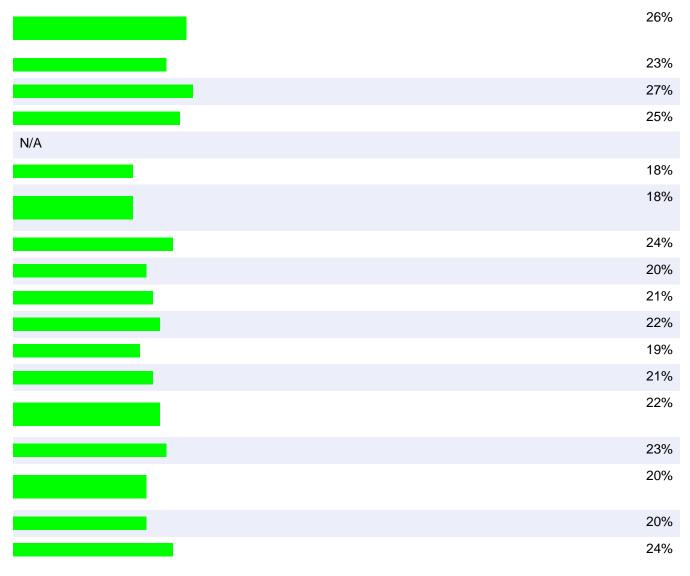
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	8%
	7%
	9%
	8%
N/A	
	2%
	7%
	6%
	7%
	5%
	7%
	6%
	7%
	6%
	7%
	4%
	6%
	7%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



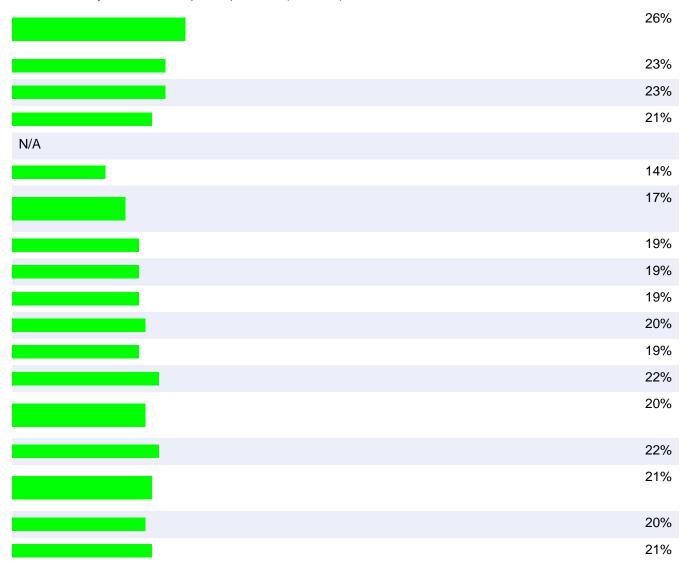
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



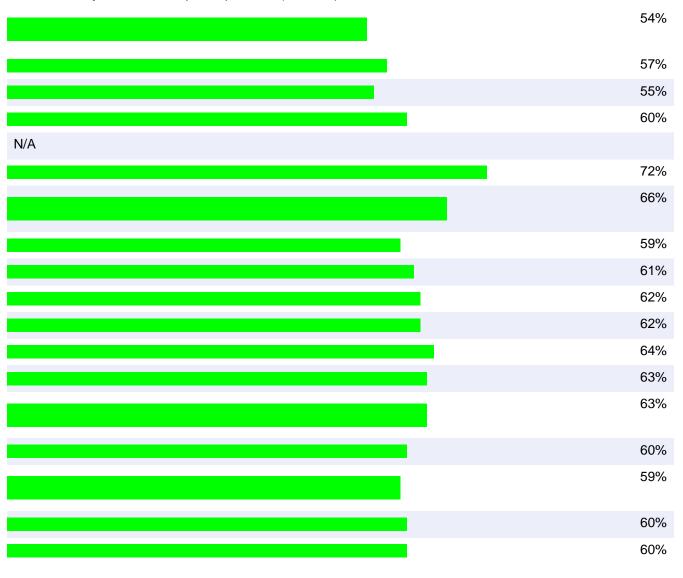
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	20%
	20%
	22%
	19%
N/A	
	14%
	17%
	22%
	20%
	19%
	18%
	17%
	15%
	17%
	18%
	20%
	20%
	19%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



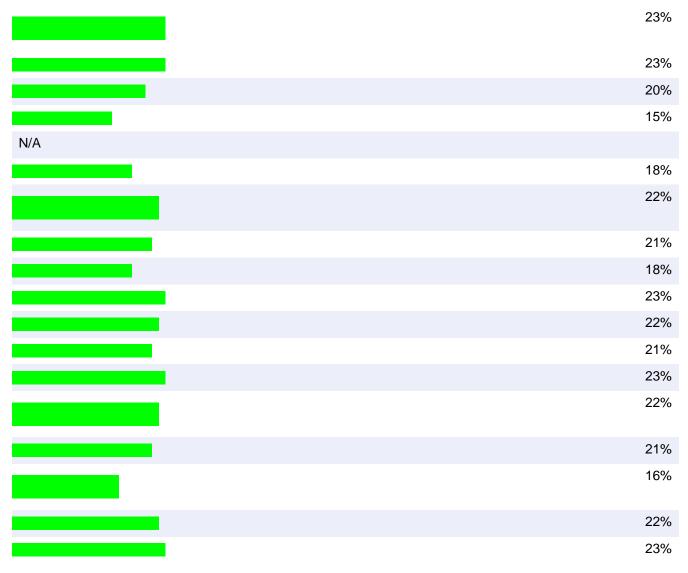
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	11%
N/A	8%
	6%
	5%
N/A	
	3%
	10%
	13%
	6%
	10%
	6%
	9%
	10%
	11%
	10%
	7%
	8%
	9%

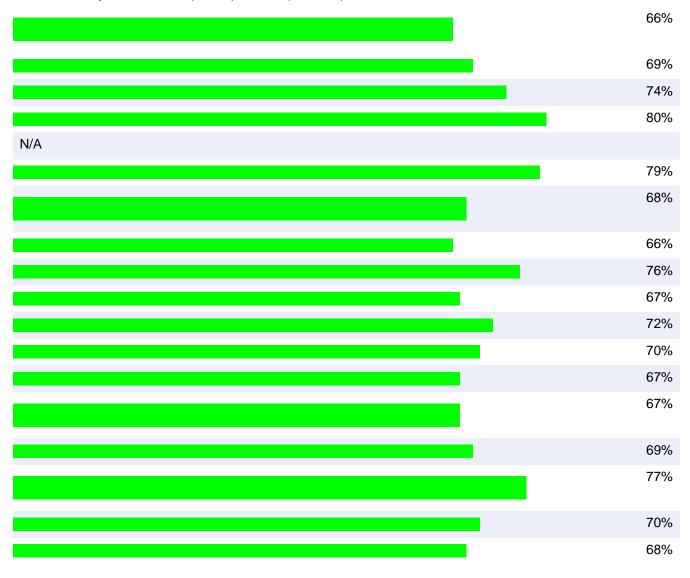
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



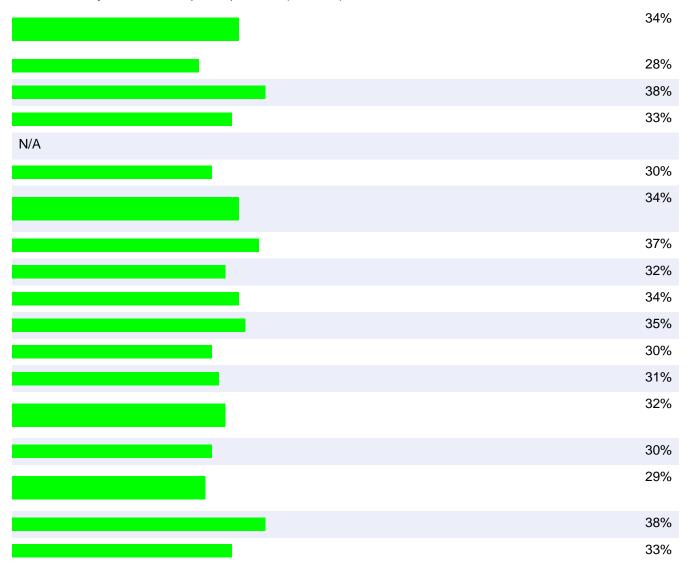
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	19%
	17%
	14%
	15%
N/A	
	7%
	16%
	17%
	11%
	16%
	15%
	17%
	19%
	18%
	17%
	9%
	14%
	15%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



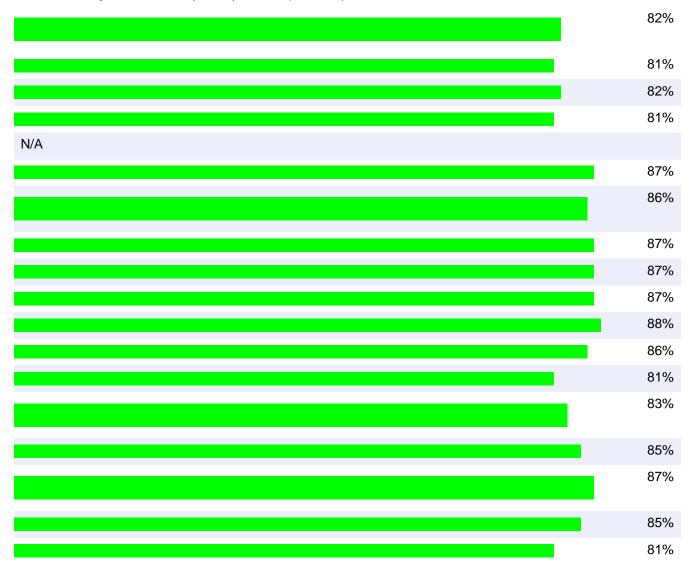
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	18%
	19%
	18%
	19%
N/A	
	13%
	14%
	13%
	13%
	13%
	12%
	14%
	19%
	17%
	15%
	13%
	15%
	19%

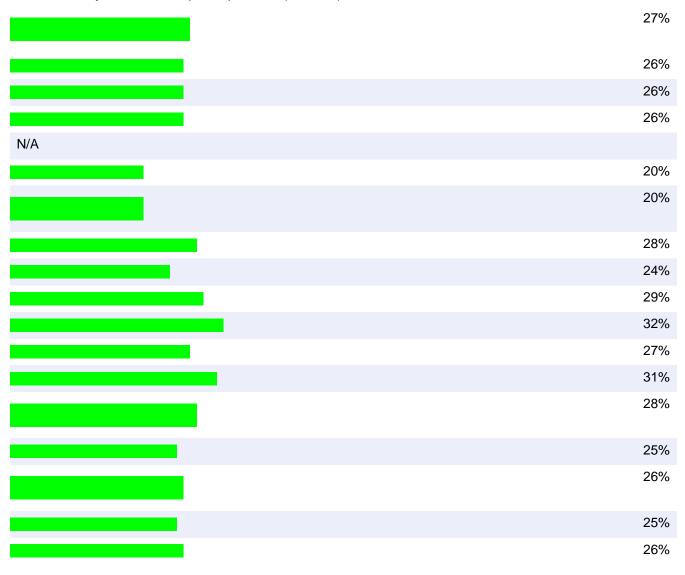
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	11%
	9%
	7%
	10%
N/A	
	5%
	6%
	8%
	8%
	9%
	8%
	7%
	12%
	9%
	9%
	7%
	7%
	9%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



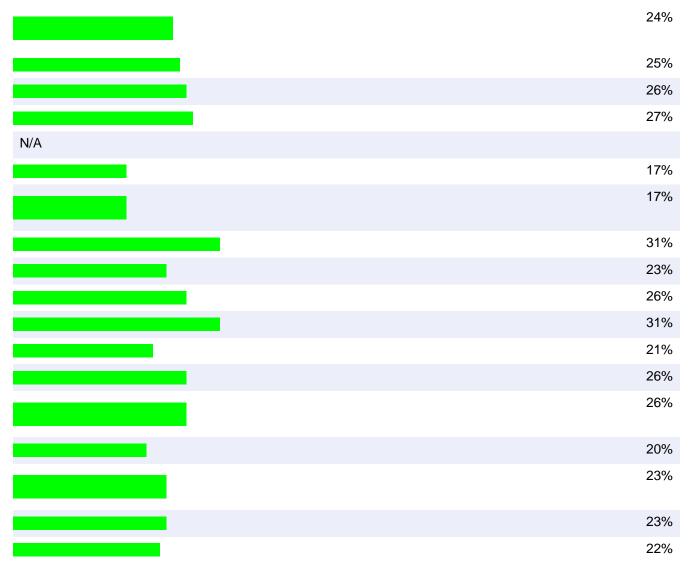
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	5%
N/A	6%
	3%
	6%
N/A	
	3%
	3%
	6%
	5%
	4%
	4%
	6%
	6%
	5%
	6%
	5%
	3%
	4%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



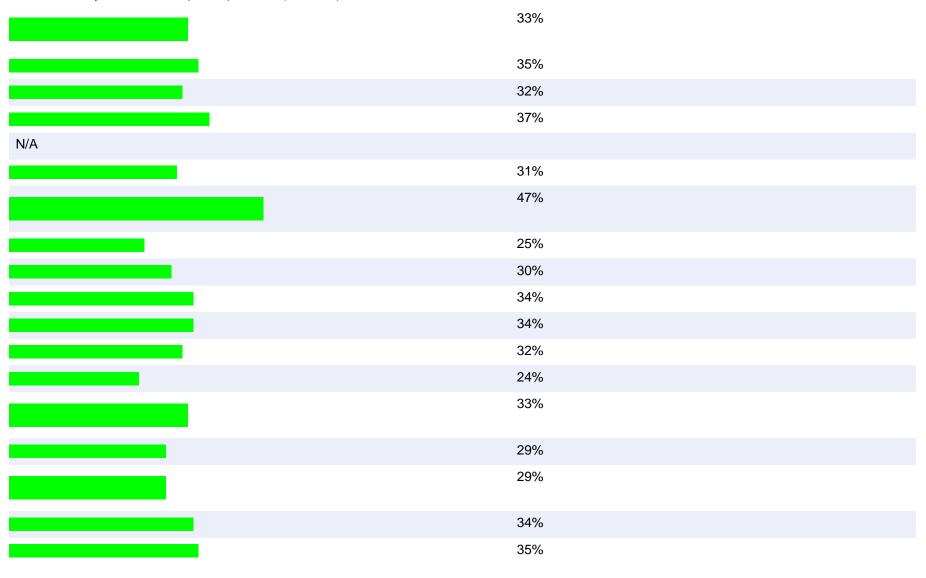
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more
300 or more
300 or more
N/A
Between 100 and 299
300 or more

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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